

# Agenda

## Pwyllgor Craffu ar Berfformiad – Pobl

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Dyddiad: Dydd Mawrth, 25 Gorffennaf 2023

Amser: 10.00 am

Lleoliad: Hybrid Meeting

At: Cynghorwyr: W Routley (Cadeirydd), J Cleverly, C Townsend, P Bright, B Davies, P Drewett, D Jenkins, M Al-Nuaimi, R Howells and D Mayer

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<b>Eitem</b>	<b>Wardiau Dan Sylw</b>
1	<u>Ymddiheuriadau</u>
2	<u>Datganiadau o ddiddordeb</u>
3	<u>Cofnodion y Cyfarfod Blaenorol</u> ( <i>Tudalennau 3 - 8</i> )
4	<u>Adroddiadau Diwedd Blwyddyn - 22/23</u> ( <i>Tudalennau 9 - 82</i> ) 1. Atodiad 1 – Gwasanaethau Plant 2. Atodiad 2 – Gwasanaethau Oedolion 3. Atodiad 3 – Gwasanaethau Atal a Chynhwysiant
5	<u>Casgliad Adroddiadau Pwyllgorau</u> Ar ôl cwblhau adroddiadau'r Pwyllgor, gofynnir i'r Pwyllgor ffurfioli ei gasgliadau, ei argymhellion a'i sylwadau ar eitemau blaenorol i'w gweithredu.
6	<u>Adroddiad Cynghorydd Craffu</u> ( <i>Tudalennau 83 - 92</i> ) a) Camau Gweithredu'n Codi (Atodiad 1) b) Diweddariad ar y Rhaglen Gwaith i'r Dyfodol (Atodiad 2)
7	<u>Digwyddiad Byw</u> <a href="#">Cliciwch yma i wyllo'r cyfarfodtch</a>



# Draft Minutes

## Performance Scrutiny Committee - People

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Date: 11<sup>th</sup> July 2022

Time: 10am

Venue: Microsoft Teams Meeting / Committee Room 4

Present: Councillors W Routley (chair), M Al-Nuaimi, P Drewett, R Howells, D Mayer, B Davies, C Townsend, J Cleverly.

Samantha Schanzer (Scrutiny Advisor), Taylor Strange (Governance Support Officer) Emily Mayger (Governance Officer)

Cllr D Davies (Cabinet Member for Education), Sarah Morgan (Chief Education Officer), Sarah Davies (Deputy Chief Education Officer), Katy Rees (Assistant Head of Education - Inclusion) Kath Bevan (Assistant Head of Education - Engagement & Learning), Deborah Weston (Assistant Head of Education - Resources)

Apologies: Councillor Paul Bright

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### 1. Apologies

Councillor P.Bright

### 2. Declarations of Interest

None.

### 3. Minutes of Previous Meeting

The Committee noted there was a discrepancy with attendance recorded.

The minutes of meetings held **6<sup>th</sup> June 2023** were **accepted as a true and accurate record**.

### 4. End of Year Report - Education Services 2022-23

The Committee noted an error an error in the wording in the report that stated the report was 2023-23 rather than 2023-24.

- The Chief Education Officer agreed that this should be rectified.

The Chief Education Officer and Deputy Chief Education Officer presented the report.

### Questions:

The Committee asked for clarification on what the seven strategic priorities were compared to the seven dimensions in education mentioned in the report.

- The Chief Education Officer noted the seven strategic priorities derive from the Corporate Plan which then feed into Education such as in attainment and employability.
- The Deputy Chief Education Officer further highlighted the focus of between linking education to the overall work of the Council.
- The Chief Education Officer acknowledged the confusion and assured Committee that it would be clarified in the report.

The Committee asked for further information regarding Millbrook School.

- The Chief Education Officer highlighted that the move from Millbrook to Brynglas is only temporary and noted that a timeline can't be given on the situation as options have to be considered.
- The Chief Education Officer highlighted that this work was not established in the capital programme but did confirm that the site is being worked on.
- The Chief Education Officer expressed understanding of the concerns of those impacted by the situation.

The Committee asked for clarification about the link between a new Welsh medium school and the Whitehead site.

- The Assistant Head of Education – Resources informed the Committee that a new primary school is being built on the Whitehead site, with work initiating on 17.07.23.
- The Assistant Head of Education- Resources further detailed that this site will then be used for students of Pilgwently with the Pilgwently school being used then as the Welsh Medium school.

The Committee asked how far along was Millbrook primary school from presenting options for consideration.

- The Chief Education Officer was unable to provide any further update and confirmed that the students have not being impacted in terms of standards and quality of education. The Chief Education Officer confirmed that Officers are also in regular communication with the Governors and parents.

The Committee asked for clarification regarding the statistic that stated 3% of staff had advanced Welsh language skills and queried whether this included Welsh medium staff.

- The Assistant Head of Education – Resources informed Committee this focused on central education staff members, not school employees.

The Committee asked about the number of Welsh language staff and the offer to improve the number of Welsh speaking staff.

- The Deputy Chief Education Officer noted in that they are proactive in the recruitment of Welsh language staff as well as promoting the learning of Welsh language through mechanisms provided by HR.
- The Deputy Chief Education Officer further noted it is a priority of promoting Welsh language uptake by education staff.

- The Deputy Chief Education Officer noted that it would take a while to see changes in relation to this as the plan spans 10 years.

The Committee felt that the report needed to be supported with information that demonstrated how they got the 60% achieved RAG.

- The Deputy Chief Education Officer noted that they work within criteria to produce these numbers so while 60% of the action is completed within that frame, the impact of those actions are may not be 60% felt.

The Committee asked for an example of a rapid action review.

- The Chief Education Officer informed Committee that these reviews could be a review of any team or service provision such as ALN etc and that the reviews serve to focus on any strengths or weaknesses as well as helping those in the review understand whether the work and service plans are accurate to their current position.
- The Chief Education Officer further highlighted the ALN team had good practice in relation to supervision which was as a result used across the service area.
- The Deputy Chief Education Officer noted that they are a cross service area review with other team leaders sitting on the review panel. It was also highlighted that it's a best practice review.

The Committee asked whether this covered the schools themselves.

- The Chief Education Officer noted school staff do link into the process however it is more focused on corporate team.
- The Chief Education Officer noted the rapid reviews occur one per term.
- The Chief Education Officer noted the focus for all department and team managers to be aware of all that goes on within the service area.
- The Chief Education Officer informed the Committee that they work within the idea that if something doesn't work, it should be changed and of keeping things simple.

The Committee queried if there was an update on the PRU unit.

- The Assistant Head of Education – Engagement & Learning highlighted the focus is on supporting not just PRU learners but all learners through a tiered, need-based system. The Assistant Head informed Committee there was a universal approach, a more targeted approach which saw CLA mentors will engaging on a 1-1 or small group basis, and a bespoke offer for the smaller group of more complex cases.
- The Assistant Head of Education – Engagement & Learning noted there still is a blend and mix in students from outside of Newport such as unaccompanied minors and students from neighbouring counties.

The Committee asked what was being done to make schools safer, as well as querying school lockdowns procedures and whether rapid reviews were taking place regarding this.

- The Chief Education Officer noted that while they are proud of the exclusion data they have presented, it is important to reintegrate children into schools to avoid disenfranchising or upsetting them. The Chief Education Officer also noted that this

must be balanced against respecting teachers' and their profession, which meant that permanent exclusion in some cases is necessary.

- The Chief Education Officer noted that staff do meet with union partners and on a more intimate basis regularly in order to acquire information and discuss violence in schools effectively. The Chief Education Officer also noted that teachers have a right to record issues and data should be collected to look at any patterns or trends in specific schools and throughout the Local Authority which should be responded to accordingly.
- The Assistant Head of Education – Inclusion informed the Committee that there is multi-agency support to tackle major issues on safety for both the students in question and the schools. The Assistant Head noted that there are systems in place should an incident occur, but these are reviewed when they occur.
- The Chief Education Officer noted that schools are required to write their own emergency plans a review of emergency plans and that sometimes the emergency plan isn't just a lockdown, but it could be moving people out of the school.
- The Chief Education Officer highlighted that they asked schools to conduct a mock lockdown with the focus being on not alarming children when mock lockdowns occur as well as being able to review the mock lockdowns measures.
- The Deputy Chief Education Officer noted lockdowns need to be seen as similar to fire drills in order to reduce alarm when they occur.
- The Chief Education Officer noted civil contingencies are the go-to contacts in emergencies.
- The Assistant Head of Education – Engagement & Learning all data is analysed to see any patterns or trends within the data which could be helpful.
- The Chief Education Officer informed the Committee that headteachers are encouraged to feedback to the Local Authority and other headteachers should an event occur to detail what went wrong and what went right.

The Committee wanted it noted that it sent its best wishes to those effected by the recent events in Tewksbury Academy.

The Committee questioned whether a holistic approach is taken to help at risk students.

- The Chief Education Officer noted that work is done with Preventative Services who investigate these issues as well as the Youth Justice team.
- The Chief Education Officer highlighted schools alone shouldn't have to deal with these issues.
- The Chief Education Officer noted the question in relation to resources is better asked to other service heads.

The Committee asked whether it was the schools' responsibility to lead on student exclusion and support and did the Local Authority have the resource to support.

- The Chief Education Officer confirmed that while it is the schools' responsibility, the school cannot be all things to all people, and this is why support from other services is so important.

The Committee highlighted that schools in Newport do a great job at helping their students with mental wellbeing.

- The Chief Education Officer noted schools are supported with the large burden of helping students in all means.

The Committee noted their support for all educational staff and the work that they do.

The Committee queried what age range covers the term “young people”.

- The Assistant Head of Education – Engagement & Learning noted this is used as a general term covers those within education under 18.

The Committee queried besides GEMs, what schooling is available for unaccompanied minors.

- The Assistant Head of Education – Engagement & Learning highlighted that once the paperwork is completed, they take their prior experiences into account and help support them on the desired pathway. The Assistant Head noted that it is learner lead, and as many know their desired educational destination, it helps make sure that they are accessing the right qualifications.

The Committee asked are all schools provided Hwb.

- The Deputy Chief Education Officer detailed that all schools have access to it even those outside of the service agreement as detailed by the Welsh Government

The Committee asked why haven't they achieved the NEET targets.

- The Chief Education Officer explained the achievement is satisfactory as they have exceeded the Welsh average and improved on previous years, but due to the target being an ambitious goal, when it is not achieved it comes up as amber.
- The Assistant Head of Education – Engagement and Learning reassured Committee that thorough spreadsheets are kept to ensure that students from years 10-13 are followed up with, and that their systems are robust and sector leading.

The Committee asked for the new education model to be explained.

- The Deputy Chief Education Officer highlighted that a new Welsh Government guidance model for school improvement came out a few years ago and is now statutory with the focus being on supporting schools.
- The Deputy Chief Education Officer noted the school improvement is a tiered approach across the region.
- The Deputy Chief Education Officer also noted that there is a school advisor that helps evaluate the school and is a role that has changed name.
- The Deputy Chief Education Officer highlighted that some schools have partner schools in order to support each other to improve.
- The Deputy Chief Education Officer explained that all the work highlighted is based on the school development plan.

The Committee noted a typo on page 48 of the agenda of 20222 and 2024, which both should be 2022.

- The Assistant Head of Education – Resources informed Committee that the WESP plan had an accompanying implementation plan which was then imbedded in the 10-year plan.

- The Chief Education Officer agreed that typos should be fixed.

The Committee noted that the report was positive and informative and asked whether the report should have a section on the feedback from schools.

- The Chief Education Officer noted this occurs annually with the information feedback gained from the schools.
- The Chief Education Officer gave an example whereby the schools feedback a desire to talk to NORSE with this being arranged.
- The Chief Education Officer highlighted that in the corporate report the feedback inclusion isn't possible however the officers can bring prior feedback to the Committee.

The Committee thanked Officers, their teams and school staff for their continued hard work.

The Cabinet Member highlighted the very positive relationship between NCC and the schools themselves.

## **5. Conclusions of Committee Reports**

The Committee were content with the report and thanked officers for the report and their continued hard work.

The Committee noted the date typing errors throughout the report and asked that these be rectified.

The Committee asked that the 7 Dimensions and 7 Strategic Priorities be clarified as being separate and distinct within the report.

The Committee wanted to forward its concerns regarding temporary accommodation arrangements at Millbrook School and asked that the issue be resolved at the earliest opportunity. The Committee asked for an update regarding Millbrook, its position and whether options have been presented/accepted by the end of the year.

The Committee recommended that school, parent and pupil feedback be included in the report.

## **6. Scrutiny Adviser Reports**

The Scrutiny Advisor informed the Committee that the action table was now clear and all information had been provided.

The Scrutiny Advisor noted that no dates or items had changed in the Forward Work Programme.

The Scrutiny Advisor informed the Committee that the date of the next meeting was the 25<sup>th</sup> July 2023.

## **7. Live Event**

[Please click here to watch the recording.](#)



# Scrutiny Report

## Performance Scrutiny Committee – People

### Part 1

Date: July 2022

### Subject 2022/23 Service Plan End of Year Reviews

Author Scrutiny Adviser

Responsible Cabinet Member / Officer:	Area / Role / Subject
Sally Ann Jenkins	Strategic Director for Social Services
Natalie Poyner	Head of Children's Services
Mary Ryan	Head of Adult's Services
Caroline Ryan-Phillips	Head of Prevention and Inclusion
Cllr Stephen Marshall	Cabinet Member for Social Services (Job Share)
Cllr Jason Hughes	Cabinet Member for Social Services (Job Share)
Cllr Deb Harvey	Cabinet Member for Community Wellbeing

## Section A – Committee Guidance and Recommendations

### 1 Recommendations to the Committee

The Committee is asked:

- 1.1 To consider the following Service Plan Year-End Reviews in relation to their performance for 2022/23. Each Year-end review report includes an Executive Summary, 2022/23 Revenue Budget and Forecasted Outturn, Service Areas Risks, Analysis of Performance against Service Plan Objectives and Performance Measures as at end of Quarter 4 (31<sup>st</sup> April 2023) for:
- **Appendix 1** – Children's Services End of Year Report 22-23
  - **Appendix 2** – Adult's Services End of Year Report 22-23
  - **Appendix 3** – Prevention and Inclusions End of Year Report 22-23

### 2 Context

#### Background

- 2.1 The Corporate Plan 2022-27 has four Well-being Objectives to support its mission an '*Ambitious, Fairer, Greener Newport for Everyone*'. To support the delivery of these objectives and strategic priorities, each service area has developed their service plan. Each service plan outlines its own priorities and how the service area will contribute towards the Corporate Plan 22-27.
- 2.2 The Well-being of Future Generations (Wales) Act 2015 requires all public sector bodies to set Well-being Objectives in their Corporate Plans. To achieve this goal the Council's Corporate Plan

22-27 has four Well-being objectives that will prioritise our focus over the next five years and beyond:

- Newport is a thriving and growing city that offers excellent education and aspires to provide opportunities for all.
- A city that seeks to protect and enhance our environment whilst reducing our carbon footprint and preparing for a sustainable and digital future.
- Newport is a supportive city where communities and care are at the heart of what we do.
- Newport City Council is an inclusive organisation that places social value, fairness and sustainability at its core.

2.2 To deliver these objectives, in 2022 each service area produced a service plan that outlined how the service area will support the delivery of the Corporate Plan 22-27. Formal monitoring of the Service Plans commenced from 1<sup>st</sup> January 2023 (Quarter 3) and cover the period to 31<sup>st</sup> March 2024. These plans will be monitored every quarter and at the end of 2022/23, service areas will complete an End of Year review on the progress against this plan which will be presented to the Performance Scrutiny Committees. This report presents Members with the Year-End Reviews for each Service Plan and Appendices for:

- **Appendix 1** – Education End of Year Report
- **Appendix 2** – Adult’s Services End of Year Report 22-23
- **Appendix 3** – Prevention and Inclusions End of Year Report 22-23

2.3 Service Plans for 2022/23 include:

- Key programme and project work being undertaken by the service area;
- Service Plan Objectives and planned actions including links to the Strategic Recovery Aims;
- Performance measures including National (Welsh Government / Public Accountability Measures) and locally set measures; and
- Service area risks.

2.3 The Local Government and Elections (Wales) Act 2021 requires Newport Council to Self-Assess:

- The effectiveness of its functions.
- Consider if it is using its resources, economically, efficiently and effectively.
- Whether the governance arrangements are effective for securing these areas.

These reports will support the Council’s self-assessment and integrated with its annual Corporate Well-being Self-Assessment report.

## 2 Information Submitted to the Committee

3.1 This year’s report for Year-end reviews cover the period 1<sup>st</sup> April 2022 to 31<sup>st</sup> March 2023 and include: 2022/23 Budget and Forecasted Expenditure, Service Areas Risks, Executive Summary, Analysis of Performance against Service Plan Objectives and Performance Measures.

The updates are structured into the following sections:

<b>Introduction</b>	Each report provides an introduction to each service area and their main objectives, budget and forecasted expenditure for the financial year 2022/23.
<b>Head of Service Executive Summary</b>	The Executive Summary provides a self-assessment of the service area performance for the last financial year. The summary also self-reflects on the

	service area successes and challenges faced during the last financial year as well as looking forward towards any new / emerging priorities for 23/24.
<b>Service Area 22/23 Overview</b>	This section provides a snapshot overview of progress against its objectives, its risks and also the finance outturn for 2022/23. <i>Note: Corporate and Services risks are reported quarterly to the Council's Governance &amp; Audit Committee and Cabinet.</i>
<b>Programmes &amp; Projects</b>	This section focuses on any programmes and projects being led by the service area. This may contain service area specific projects and/or major projects such as any buildings, infrastructure projects being led by the Council.
<b>Workforce Development</b>	These are actions which the service area in collaboration with the Council's Human Resources team have identified to improve the capacity and capability of the service to meet the needs of the service.
<b>Analysis of Progress against Objectives / Actions</b>	Each service plan will have an overview of progress made in 2022/23 (1 <sup>st</sup> April 2022 to 31 <sup>st</sup> March 2023) against the objectives and their actions. The table also shows where actions are supporting the delivery of the Council's Corporate Plan Well-being Objectives and its strategic priorities and any other Council Strategy e.g. Climate Change Plan.  Performance against each action will be based upon Red / Amber / Green (RAG) status based upon whether the action is anticipated to be delivered by the agreed date or not. Each action also has a percentage of completion to enable Members to understand the current progression against the action. <ul style="list-style-type: none"> <li>• Green <b>C</b> - Action has been completed</li> <li>• Green % - Action is on target to complete by agreed timescale</li> <li>• Amber % - Issues are identified which could impact on the delivery of the action by the agreed timescale.</li> <li>• Red % - The action is not going to be able to deliver by agreed timescale and immediate action is required.</li> <li>• ? – Unknown – Data missing.</li> </ul>
<b>Performance Measures</b>	For performance measures that are reported the figure will indicate whether it is achieving its target or if it is under achieving. Where measures are under achieving against the target (Amber / Red) the service area will provide commentary to explain the reason(s) and what action is being taken to improve performance. Performance of the Measures is ranked using the following: <ul style="list-style-type: none"> <li>• Green - Performance is above Target</li> <li>• Amber - Performance is below Target (0-15%)</li> <li>• Red - Performance is under achieving (+15%)</li> <li>• ? – Performance is unknown (data missing)</li> </ul> <p>The report will also include the performance measures previous performance in the last three years for comparison.</p>
<b>Glossary</b>	Provides an overview of how projects, actions, risks and performance measures are assessed. Any abbreviations used in the document.

## 4. Suggested Areas of Focus

### 4.1 Role of the Committee

## **The role of the Committee in considering the report is to:**

### **Assess and make comment on:**

- **Corporate Plan** – Service area contribution and delivery against the Council's Corporate Plan 2022-27.
- **Finance** – Consideration of the service area outturn and resources to effectively deliver best value for their services provided and to achieve the objectives identified in their service plan.
- **Objectives and Actions** – Is the service area making good progress against the actions identified in the service plan?
  - For actions that have been completed, has the service area demonstrated what the outcome(s) of delivery are and what impact it has had on the service area.
  - For actions still in progress, are these actions still projected to be completed on time and are there any areas where further clarification is required.
  - Do Members have sufficient assurance that good progress is being made by the service area to support the overall delivery of the Corporate Plan.
- **Performance Measures** – Are there any performance measures that are under performing and is there reasonable explanation and sufficient action being taken to address performance both in the short term and long term.

### **In drawing its conclusions, the Committee should assess:**

- Is the Committee satisfied that the service areas are making good progress against their objectives, actions and performance measures at the end of the last financial year?
- Are there any specific areas which the Committee requires further assurances on its delivery (reported separately through the scrutiny committee work programme)?
- What was the overall conclusion on the information contained within the reports?
- Are there any areas in the report that are missing and/or require further clarification?
- Does the Committee wish to make any Comments / Recommendations to the Cabinet?

## 4.2 **Suggested Lines of Enquiry**

In evaluating Service Plan performance, the Committee may wish to consider:

- Analysing the Service Plan End of year Reviews and evaluating how well Service Areas performed in 2022/23 against the objectives, actions, recovery aims and performance measures in their service plans;
- Is the service area taking demonstrating sufficient steps to transform or change the way they deliver services to meet the long term needs of its users?
- Are actions appropriately contributing to the Well-being objectives?
- Is any underperformance being addressed and are associated risks being mitigated?
- Are there any emerging risks / issues and lessons learned the service area should consider in the short term and long term?
- Are there any barriers to improving performance of objectives, actions and performance measures in the Service Plans?
- Is the Service Area managing its resources effectively, efficiently to provide best value?

## 4.3 **Well-being of Future Generations (Wales) Act**

5 Ways of Working

Types of Questions to consider:

<p><b>Long-term</b></p> <p>The importance of balancing short-term needs with the need to safeguard the ability to also meet long-term needs.</p>	Do the objectives and actions of the service area take into account the long-term trends that will impact services areas?
	Do the objectives and actions consider the needs of service users and future trends of service delivery? E.g. What is the demographic forecast of young people living in Newport services required to support needs of future service users?
<p><b>Prevention</b></p> <p>Prevent problems occurring or getting worse.</p>	Do the objectives and actions undertaken prevent issues being faced by service users / communities now and in the future?
	Are the solutions being provided today having an impact on the root causes of the problem(s)?
	Is the service area addressing areas of underperformance that will improve service delivery in the short term and long term?
<p><b>Integration</b></p> <p>Considering how public bodies' well-being objectives may impact upon each of the well-being goals, on their other objectives, or on the objectives of other public bodies.</p>	Are service areas considering the goals of strategic partner organisations, the Public Services Board and wider regional / national objectives?
	Is the progress of delivery against objectives aligned with that of other Council service areas, strategic partners and that of other organisations?
<p><b>Collaboration</b></p> <p>Acting in collaboration with any other person (or different parts of the organisation itself).</p>	Who does the service area collaborate with (Internal / external) to deliver objectives and actions?
	What are the lessons learned and benefits from collaborative working?
	How does collaboration benefit the Council and service users in the long term? E.g. resource, knowledge, expertise, best value, outcome(s) for the service user.
<p><b>Involvement</b></p> <p>The importance of involving people with an interest in achieving the well-being goals, and ensuring that those people reflect the diversity of the area which the body serves.</p>	How are the views of the service user / wider community and partners being considered in the delivery of services and activities?
	How does the feedback of service users, citizens and businesses improve their experience and ensure lessons are learned?
	How do you ensure the views of vulnerable and marginalised communities taken into consideration on decision making?

## Section B – Supporting Information

### 5 Links to Council Policies and Priorities

- 5.1 Service Plan End of Year Reviews directly support the delivery of the Council's Well-being Objectives set in the Council's Corporate Plan 2022-27 and the Strategic Recovery Aims. Furthermore, the four Well-being Objectives contribute towards the delivery of the Gwent Public Services Board Well-being Plan 2023-28 and ultimately the Well-being Goals set in the Well-being of Future Generations Act 2015. An overview of the strategic alignment is highlighted in the table below.
- 5.2 Members of the Committee should also consider the statutory duties that service areas are required to deliver and comply with necessary legislation. These are outlined in the Council's Constitution and where necessary stated in the report.

Well-being Objective	1 – Economy, Education and Skills	2 – Newport's Environment and Infrastructure	3 – Preventative and Equitable Community and Social Care	4 – An Inclusive, Fair and Sustainable Council
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<b>Aims:</b>	Newport is a thriving and growing city that offers excellent education and aspires to provide opportunities for all.	A city that seeks to protect and enhance our environment whilst reducing our carbon footprint and preparing for a sustainable and digital future.	Newport is a supportive city where communities and care are at the heart of what we do.	Newport City Council is an inclusive organisation that places social value, fairness and sustainability at its core.
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## 6. Background Papers

- [The Essentials – Well-being of Future Generation Act \(Wales\)](#)
- [Corporate Plan 22-27](#)
- Education End of Year Review 22-23

Report Completed: July 2023





**NEWPORT**  
CITY COUNCIL  
CYNGOR DINAS  
**CASNEWYDD**

# END OF YEAR REVIEW

CHILDREN SERVICES

2022-24



Tudalen 15

[www.newport.gov.uk](http://www.newport.gov.uk)

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## Strategic Leads

Cabinet Member for Social Services	Councillor Jason Hughes
Cabinet Member for Social Services	Councillor Stephen Marshall
Director for Social Services	Sally Ann Jenkins
Head of Children Services	Natalie Poyner



# Introduction

Newport City Council's Corporate Plan 2022-27 has four Well-being Objectives to support its mission to deliver an Ambitious, Fairer and Greener Newport for everyone and contribute towards Wales' Well-being Goals set in the Well-being of Future Generations Act. To support the delivery of these objectives and strategic priorities, each service area has developed their service plan. The Children Services Service Plan 2022-24 outlines its own priorities and how the service will contribute towards the Corporate Plan and deliver continuous improvement.

Children Services is part of the Council's Social Services Directorate and is responsible for delivering a range of services to families and children in need including specialist provision for those most vulnerable and at risk of social exclusion, such as those at risk of significant harm, disabled children, children looked after and unaccompanied (separated) children and young people.

Children & Family Services has responsibility for providing services under the Social Services and Wellbeing Act and Adoption Act 2002 which extends the range of services and support to those involved in the adoption process; responsibility for providing fostering service under the fostering regulations and Residential care under the RISCA Act. Youth Justice Services are provided by the multi-agency Youth Justice service established under the Crime and Disorder Act 1998.

Our statement of purpose: *'To promote and safeguard the wellbeing of children and young people in need within their families, and where this is not possible, to provide good quality alternative care'*.

## Children Services Objectives

**Objective 1** – Deliver effective services to support children to safely remain with their families.

**Objective 2** – Improve outcomes for children in care and care leavers including a focus on safe reunification.

**Objective 3** – Ensure a range of placements are available for children looked after.

**Objective 4** – Prevent offending and re-offending by children and young people.

# Head of Service Executive Summary

The key factors for Children Services have not changed. Fundamental to all our work is firstly to support children to remain safely with their families. Our emphasis on preventative services alongside support for families to explore their strengths and meet the needs of their children is crucial in meeting this first outcome. Secondly when children are in our care and leave our care, we must do everything to support them to ensure positive outcomes. Children and families deserve services that are truly holistic and recognise the multifaceted nature of family's lives. To ensure we can work to meet this need partnership underpins our service. We work with families and a broad range of agencies to meet our stated outcomes and to offer the best possible services.

2022/23 has certainly brought some challenges for Childrens Services as a result of the national recruitment and retention challenge. The immense day to day pressure on front line social workers who are working with children and families who are at considerable risk, societal pressures linked to public perceptions of risk and perceived failings, the volume of need and handling the expectations, and fears of the public and other agencies, managing changing expectations from CIW. We have also experienced increasing demands on social workers from the judiciary, finding suitable placements for children with complex needs and challenging behaviour. This is now compounded by the not for profit eliminate agenda, managing significant budget pressures particularly those arising from placement costs as well as balancing emerging evidence in practice developments and changes in guidance, regulation and requirements.

The aftermath of the pandemic on families continues to emerge and has been reflected in both the increasing numbers and complexity of referrals to Children Services. Despite the increases the number of children looked after has remained stable and we have not seen a significant rise in the number of children on the child protection register. Social work teams continue to engage with partners to ensure a whole systems approach is taken to ensure that children remain safely at home with their families.

Despite the challenges 22/23 has brought many opportunities for Children Services to evaluate and develop needs led provision to safely meet the needs of children and families. The new Service Manager group have brought a wealth of knowledge and experience and are instrumental in developing our service plan moving forward. There are a number of projects underway in Children Services which include:

- Maethu Cymru/Foster Wales continues to drive a way forward to increase the number of foster carers in Local Authorities and to ensure the quality of care.
- In residential care, Windmill Farm has been completed and Cambridge House is under renovation. Mill Barn annexes are very close to registration by CIW, Forest Lodge and Rosedale annexes are under renovation. A disabled children residential provision is currently being scoped with the assistance of a Registered Social Landlord.
- A regional team is being developed by Children Services assisted by Welsh Government funding to lead on the Eliminate agenda.
- Properties have been identified to progress with a care leaver project and 16-18 year old supported accommodation provision.
- Newport Children Services continues to lead on developing a regional approach to assist Local Authorities in building an infrastructure to meet the need of the unaccompanied children arriving through the now mandated National Transfer Scheme or by spontaneous arrival.
- Our Disabled Children's Team continues to develop services to promote the independence of some of the most vulnerable children we support.
- The YJS Turnaround project has been launched to assist Newport in preventing young people entering the criminal justice system.

Looking forward to 23/24 Children Services has a few exciting projects in motion assisted by Welsh Government grant funding. These include:

- The redevelopment of the CWTCH.
- The enhanced rapid response and therapeutic offer.
- Enhancing our current portfolio of in house fostering and residential provision.
- The expansion of the Immigration Pathway Team

# Children Services 2022/23 Overview

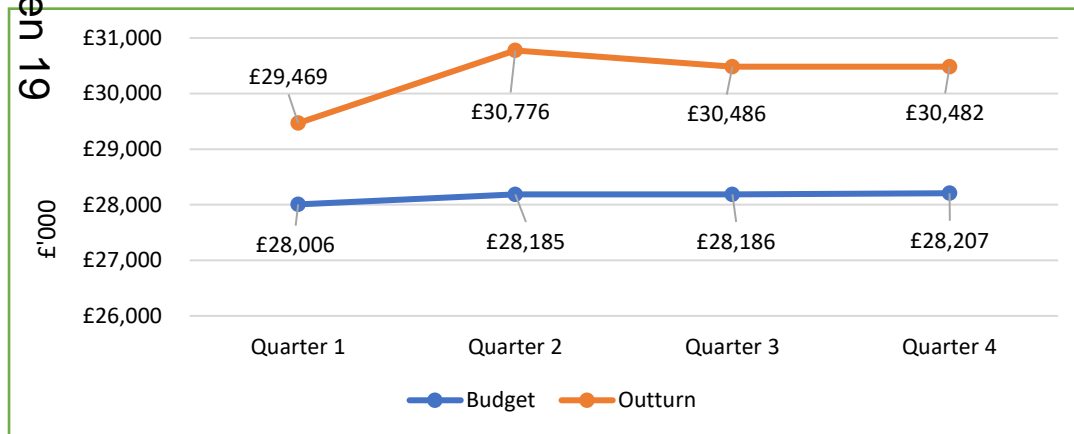
## Service Plan Objectives

Objective	End of Year (Red / Amber / Green)
<b>Objective 1</b> – Deliver effective services to support children to safely remain with their families.	Amber
<b>Objective 2</b> – Improve outcomes for children in care and care leavers including a focus on safe reunification.	Green
<b>Objective 3</b> – Ensure a range of placements are available for children looked after.	Amber
<b>Objective 4</b> – Prevent offending and re-offending by children and young people.	Green

## Service Area Risks

Risk	Corporate / Service Risk	Inherent Risk Score	Target Risk Score	Quarter 1 Risk Score	Quarter 2 Risk Score	Quarter 3 Risk Score	Quarter 4 Risk Score
Pressure on the Delivery of Children Services	Corporate Risk	20	12	20	25	25	25
(NEW) Eliminate Profit from Social Care	Service Risk	20	9	-	-	15	15
Safeguarding Risk	Service Risk	20	4	4	4	4	4

## Service Area Revenue Outturn



# Programmes and Projects

Programme / Project Title	Project Overview	Well-being Objective(s) supported	Expected Completion Date (Quarter / Year)	Quarter 4 RAG Assessment / % Completion	Commentary
<p><b>Residential Children's Homes Programme</b></p> <p style="writing-mode: vertical-rl; transform: rotate(180deg);">Tudalen 20</p>	<p>Increase the number of placements for children available in residential care in Newport by developing LA provision. In doing so children can be cared for locally and are more able to develop resilience and sustain their local connections. Ensuring we are aspirational in the care of our children is part of this ambition as well as promoting the best use of our resources.</p> <p>This links with the WG eliminate profit agenda, regional developments and assists in providing support for children with the highest levels of vulnerability. The planned developments, include completion of Windmill Farm and Mill Barn, completion of Rosedale Annexes, work with Action for Children to develop a partnership to open a regional home for disabled children in Stow Hill, secure Cambridge House funding and change of use for Unaccompanied Asylum Seeker Children (UASC) for children aged under 16 to support the National Transfer Scheme regionally.</p>	<p>Well-being Objective 3</p>	<p>Quarter 4 2027/28</p>	<p>72%</p>	<p>Considerable work is being invested in this area which includes UASC home and a Disabled Children's residential provision. A Transformation team is being developed to take this work forward on a regional basis.</p>

Programme / Project Title	Project Overview	Well-being Objective(s) supported	Expected Completion Date (Quarter / Year)	Quarter 4 RAG Assessment / % Completion	Commentary
<b>Unaccompanied Asylum Seeker Children (UASC)</b>  <b>International Team</b> Tudalen 21	<p>Newport is currently leading on a regional collaboration in order to develop effective services for unaccompanied minors in Gwent. A project manager has been appointed in order to scope existing services across Gwent and to mobile more rural LA's in developing a sufficient infrastructure and to meet the pressures of the mandated National Transfer Scheme.</p> <p>Newport is a City of Sanctuary and supports families seeking refuge. Newport has seen a significant number of families settling in the City without recourse to public funds and fleeing war torn countries. Navigating the complex systems is a challenge for practitioners and families and therefore we seek to create an international social work team to develop expertise in order to ensure that our support offer meets the needs of the citizens presenting to us.</p>	Well-being Objective 3	Quarter 4 2023/24	80%	The team is being established. We have a team manager in place and the current plans involve expanding the team with additional staffing capacity to include a support work role, a senior practitioner role and part funding for an immigration specialist advisory post. Furthermore, we are funding a third sector partner to provide some additional support work capacity at the GAP.
<b>Regional Independent Domestic Violence Advocates (IDVA) service</b>	<p>Outsource commissioning of the Regional IDVA service. Third sector consortia to manage and develop further the regional resource funded by VAWDASV Welsh Government grant and Police and Crime Commissioner Office.</p>	Well-being Objective 3	Quarter 4 2022/23	80%	Options paper to be taken to next commissioning board.

# Workforce Development

To support workforce development across Children Services the following actions have been identified as priority between 2022-24.

Action	Outcome(s) of Action Delivery	Action Start Date	Expected Completion Date	Q4 RAG Assessment / % Completion	Commentary
Build on the existing work to support staff to access social care training including the Open University route to social work qualification.	Retain staff in Newport and increase the pool of qualified social work staff.	1 <sup>st</sup> October 2022	31 <sup>st</sup> March 2024	40%	Training for the interview process has been offered to applicants. Interviews will take place in June. The process is being managed by the workforce development team.
Access appropriate regional and National workforce development groups to increase capacity and support the whole social care workforce.	Increase the number of applications of staff to posts in Newport and retain staff within the social care workforce.	1 <sup>st</sup> April 2022	31 <sup>st</sup> March 2024	70%	We continue to represent Newport at a regional and national level to develop strategies to create opportunities to build workforce sufficiency.
<b>Children Services</b> - In addition to routine supervision and team meetings and for all teams provide regular sessions for wellbeing and support.	Support staff in their own well-being and ensure staff are motivated and enabled to carry out their roles.	1 <sup>st</sup> April 2022	31 <sup>st</sup> March 2024	C	There are frequent staff conferences to focus on staff well-being and to assist the management team in understanding levels of staff morale. Staff questionnaires have been used across the teams to understand areas of strengths and challenge. Staff consultation has taken place with Cabinet Members to assist staff having their voice heard in a political context.

# Objectives and Action Plan Update

Objective 1 - Deliver effective services to support children to safely remain with their families.						Objective 1 End of Year Assessment	
Ref	Action	Action Outcome(s)	Well-being Objective Supported	Start Date	Expected Completion Date	Q4 RAG Assessment / % Completion	Commentary
1	Completion and implementation of Welsh Government action plan to work towards reducing the numbers of children who are looked after (CLA).	The delivery of all the actions in this section will support Children Services objective to reduce the number of children who are looked after and enable effective early intervention and prevention.	WBO 3 / Strategic Priority 2 WBO 3 / Strategic Priority 4	1 <sup>st</sup> October 2022	31 <sup>st</sup> March 2026	10%	SAFE CLA reduction task group has now been started and Newport forms are being developed to help drive forward the SAFE CLA reduction agenda.  A SAFE CLA operational panel meeting is due to be set up and implemented in May 2023.
Tudalen 23	Restructure the child protection teams.	The teams will have greater capacity to prioritise risk and support children to safely remain at home when there is a risk of family breakdown.	WBO 3 / Strategic Priority 1	1 <sup>st</sup> October 2022	31 <sup>st</sup> March 2023	C	This has been completed and there is now a multi-agency exploitation/ Edge of care team to support our most vulnerable young people. This is alongside 3 generic Child Protection Teams.
	Continue to increase the support provided to Special Guardianship Order (SGO) carers within Newport.	Develop in house SGO support services. Explore kinship foster carers converting to SGO's	WBO 3 / Strategic Priority 1 WBO 3 / Strategic Priority 2 WBO 3 / Strategic Priority 4	1 <sup>st</sup> October 2022	30 <sup>th</sup> June 2025	20%	There have been some delays as support is offered through Barnardo's and the consultation process impacted upon the support offered. A new Team Manager has been recruited and once the new manager is in post this work will recommence.
4	Extend the Rapid Response team with an expanded evening and weekend crisis offer.	Number of families supported at point of crisis. Reduction in number of emergency placements. Bid to both Welsh Government and within NCC for resource to expand the Rapid Response team.	WBO 3 / Strategic Priority 1 WBO 3 / Strategic Priority 2 WBO 3 / Strategic Priority 4	1 <sup>st</sup> October 2022	30 <sup>th</sup> June 2023	0%	Welsh Government eliminate funding has been allocated and from 1st April this is being used to bolster the Rapid Response team with a dedicated therapeutic addition, a child sexual exploitation addition and a specialist Family Group Conference practitioner.

Ref	Action	Action Outcome(s)	Well-being Objective Supported	Start Date	Expected Completion Date	Q4 RAG Assessment / % Completion	Commentary
4	Extend the Rapid Response team with an expanded evening and weekend crisis offer.	Number of families supported at point of crisis. Reduction in number of emergency placements. Bid to both Welsh Government and within NCC for resource to expand the Rapid Response team.	WBO 3 / Strategic Priority 1 WBO 3 / Strategic Priority 2 WBO 3 / Strategic Priority 4	1 <sup>st</sup> October 2022	30 <sup>th</sup> June 2023	0%	There will also be a dedicated pathway for Rapid Response families to ensure that a longer term intervention is provided where needed. This additionality has expanded the offer and will be reviewed to consider whether an extended out of hours offer is also needed.
5 Tudalen 24	Complete the embedding of MyST with all our teams.	Number of children supported by MyST to return home or to foster care from residential care. Continue to work with MyST and the expansion of the team.	WBO 3 / Strategic Priority 1 WBO 3 / Strategic Priority 2	1 <sup>st</sup> October 2022	30 <sup>th</sup> June 2024	40%	The MyST Service continues to provide invaluable support they attend team meetings to remind staff of their remit. With changes in staff in the teams this is a continuous cycle to ensure that knowledge and awareness of the support is in place.
	Work with partner agencies on a shared understanding and approach to risk of significant harm.	Reduction in number of older children being escalated for "secure" care.	WBO 3 / Strategic Priority 2 WBO 3 / Strategic Priority 4	1 <sup>st</sup> October 2022	30 <sup>th</sup> June 2024	50%	The contextual safeguarding pilot has now had agreement via Safer Newport - the overarching governance structure. The next steps are to roll out the contextual safeguarding operational group which is due to be implemented by the end of April/beginning of May. Furthermore, a set chair role has been developed alongside Education Safeguarding to facilitate all CE meetings going forward. Very recently an application to the Youth Endowment Fund has been made to see if Newport can increase its safeguarding response to local communities where CYP are exposed to the potential for serious violence.



Ref	Action	Action Outcome(s)	Well-being Objective Supported	Start Date	Expected Completion Date	Q4 RAG Assessment / % Completion	Commentary
6	Work with partner agencies on a shared understanding and approach to risk of significant harm.	Reduction in number of older children being escalated for "secure" care.	WBO 3 / Strategic Priority 2 WBO 3 / Strategic Priority 4	1 <sup>st</sup> October 2022	30 <sup>th</sup> June 2024	50%	This is the first stage of the funding application and the funding may not be guaranteed.
7	Extend the exploitation social worker offer in order to manage risk and support young people.	Reduction in the number of high-cost placements and children being escalated into residential and secure care by earlier prevention and intervention in relation to exploitation. Resource is already in place but further work to be undertaken to expand this resource and develop the service offer to consider and respond to contextual risks and the broader remit of contextual safeguarding.	WBO 3 / Strategic Priority 1 WBO 3 / Strategic Priority 2 WBO 3 / Strategic Priority 4	1 <sup>st</sup> October 2022	30 <sup>th</sup> June 2024	C	The Child Protection Team 1 has now been established into an Edge of Care/Exploitation Team. They are working closely with Barnardos, Police and Youth Justice Service to support our young people. The team is also part of the contextual safeguarding working group and have close links with multi agency partners.
8	Develop increased opportunities for disabled children and their families to share quality time together. Develop group activities, build on skills in order to support wellbeing to prevent family breakdown.	Work in partnership with parents and partner agencies to develop collaborative opportunities for disabled children. Develop self-help groups, peer to peer support and direct/online training.	WBO 3 / Strategic Priority 1 WBO 3 / Strategic Priority 2	1 <sup>st</sup> October 2022	30 <sup>th</sup> June 2024	70%	Welsh Government funding is now in place to build on the pilot groups and activities set up. Recruitment of 3 Social Work Assistants to focus on this is underway and the Team Manager of DCT is being seconded for 6 months to set up the preventative arm of the team from 1st April. Funding is also being allocated to Newport Live to provide a sports disability offer linking in with the regional lead and the project team within the disabled Childrens' team to increase opportunities for children and young people with disabilities and their families.

Tudalen 25

Objective 2 - Improve outcomes for children in care and care leavers including a focus on safe reunification						Objective 2 End of Year Assessment		
Ref	Action	Action Outcome(s)	Well-being Objective Supported	Start Date	Expected Completion Date	Q4 RAG Assessment / % Completion	Commentary	
Tudalen 26	1	Increased housing options for care leavers. Currently Newport has a limited range of choices for housing for care leavers especially with a range of suitable support. This action will seek to address this gap. Work has already commenced and will continue.	All actions in this section will contribute to improving outcomes for children in care and care leavers.	WBO 3 / Strategic Priority 1 WBO 3 / Strategic Priority 2	1 <sup>st</sup> April 2021	31 <sup>st</sup> March 2024	15%	Increase in D2 provision (Care Provider) has been implemented. Increase in George Street capacity by booking an additional block booked room. One property has also been agreed to provide more capacity for care leavers. Plans are underway to source and acquire a further care leaver property. Business plan is being developed by Llamau to look at developing supported lodgings and enhanced supported lodgings.
	2	Continue to develop a range of options for CLA to engage in work experience and have the offer of a mentor.	To improve opportunities of successful employment To explore traineeships and apprenticeship offer within the local authority	WBO 1 / Strategic Priority 6 WBO 3 / Strategic Priority 4	1 <sup>st</sup> April 2021	31 <sup>st</sup> March 2024	5%	Site visit to Merthyr in April 2023 to consider their employment based scheme and establish of any good practice can be shared with the Newport. Discussed preliminary objective at the last corporate parenting board in March 2023. Meeting to be set up to agree an action plan to develop this objective and identify who is best to support it.
	3	Continue to work with the Pathway Service and stakeholders to ensure that all Children Looked After (CLA) are offered opportunities to develop independent living skills to ensure that young people transition	To ensure sustainable tenancies and provide CLA 15+ with the skills, experience and knowledge to help them prepare for independent living.	WBO 3 / Strategic Priority 2	1 <sup>st</sup> April 2021	31 <sup>st</sup> March 2024	30%	Work is underway develop more provision for YP from 16+ to develop their independence living skills. This includes: <ul style="list-style-type: none"> <li>The development of the independent living skills booklet.</li> <li>Redeveloping the Young Persons Advisor role within community based settings.</li> </ul>

Ref	Action	Action Outcome(s)	Well-being Objective Supported	Start Date	Expected Completion Date	Q4 RAG Assessment / % Completion	Commentary
3	Continue to work with the Pathway Service and stakeholders to ensure that all Children Looked After are offered opportunities to develop independent living skills to ensure that young people transition into independent living successfully.	To ensure sustainable tenancies and provide CLA 15+ with the skills, experience and knowledge to help them prepare for independent living.	WBO 3 / Strategic Priority 2	1 <sup>st</sup> April 2021	31 <sup>st</sup> March 2024	30%	<ul style="list-style-type: none"> <li>Developing more accommodation which facilitates improved transition.</li> <li>Strengthening the process of Independent Living Panel (ILP) - more robust oversight at 16 to consider ILP and care planning at the right time which will ensure YP's needs are being considered and any barriers to transition are being worked through promptly and in a timely manner</li> </ul>
Tudalen 27 4	Develop Young Persons Accommodation Pathway in conjunction with housing and Housing Support Grant (HSG).	<p>To create an effective accommodation pathway which provides a range of accommodation options and a robust mechanism to identify the right provision - Task and Finish group to be set up to help facilitate this work.</p> <p>To create a framework for commissioning the appropriate accommodating for our CLA, 16+ and Unaccompanied Asylum Seeker Children (UASC). Development of the transition training flat service. Development of the Joint housing strategy</p>	<p>WBO 3 / Strategic Priority 2</p> <p>WBO 3 / Strategic Priority 6</p>	1 <sup>st</sup> October 2022	31 <sup>st</sup> March 2025	10%	<p>Joint partnership meeting has taken place with housing, HSG and Children &amp; Young People's Services to develop the Newport Accommodation Pathway. A draft has been developed which is currently being finalised and will then need to be ratified.</p> <p>Work is underway to develop a young person's version.</p>

Ref	Action	Action Outcome(s)	Well-being Objective Supported	Start Date	Expected Completion Date	Q4 RAG Assessment / % Completion	Commentary
5	Develop our participation and co-production offer for CLA and Care Leavers.	To ensure that CLA and Care Leavers have an active voice in shaping, designing and commissioning their services. To promote the development of a Children Young People (CYP) forum for CLA, Care Leavers, UASC and those CYP known to the Youth Justice Service.	WBO 3 / Strategic Priority 1 WBO 3 / Strategic Priority 2	1 <sup>st</sup> October 2022	31 <sup>st</sup> March 2025	5%	Participation and co production champions have been identified in the service. The next step is to commence the CYP participation and coproduction working group. CYP routinely attend corporate parenting board to provide feedback to the board. This is an area that continues to need developing further.

**Objective 3 - Ensure a range of placements are available for children looked after.**

**Objective 3 End of Year Assessment**

Ref	Action	Action Outcome(s)	Well-being Objective Supported	Start Date	Expected Completion Date	Q4 RAG Assessment / % Completion	Commentary
1	To use WG funding to develop a family centre resource to promote families remaining together.	To Promote Families to remain together and reducing the amount of Children Looked After (CLA).	WBO 3 / Strategic Priority 1	1 <sup>st</sup> March 2023	31 <sup>st</sup> March 2024	85%	With the WG funding we have been able to secure additional monies to support the radical reform of the Cwtch Family Centre. We are looking at developing the centre as a hub of the community for our families. Ensuring that their family time is interactive and person centred, whilst promoting strengths. We have created an additional 3 posts to support the assessment element of the Family Centre and are interviewing next week.
Tudalen 29 2	Increase the proportion of foster care provision within Newport.	<p>Number of foster carers residing within the Local Authority area.</p> <ul style="list-style-type: none"> <li>• % of CLA in foster placements within the Local Authority.</li> <li>• Target reduction in the number of foster placements provided out of area.</li> <li>• Review and improve foster care recruitment strategy.</li> <li>• Explore opportunities for regional commissioning for specialist area.</li> </ul>	<p>WBO 3 / Strategic Priority 1</p> <p>WBO 3 / Strategic Priority 2</p>	1 <sup>st</sup> October 2022	31 <sup>st</sup> August 2024	35%	This work remains ongoing with links to Foster Wales. Work continues within the team on a local basis and grant funding has been granted to help promote recruitment.

Ref	Action	Action Outcome(s)	Well-being Objective Supported	Start Date	Expected Completion Date	Q4 RAG Assessment / % Completion	Commentary
3	Agreement on viability or not of a scheme for fostering for parent and child placements. Briefing between fostering and Baby and Me.	Complete the work to scope developing parent and child placements.	WBO 3 / Strategic Priority 2	1 <sup>st</sup> October 2022	31 <sup>st</sup> March 2023	C	Viability for a PAC scheme agreed by the region- Issues to be resolved such as payment structure continue. Paperwork is currently being signed off and developed as an iterative process. Carers to be recruited to the scheme however this will be a lengthy process due to recruitment pressures.
Tudalen 4 30	Focus on developing specialist fostering placements with psychological support.	Increase in availability of placements for older children. Campaign work with Foster Wales and Regional Development Manager.	WBO 3 / Strategic Priority 2	1 <sup>st</sup> October 2022	30 <sup>th</sup> April 2023	50%	This links to MyST. There is work underway to recruit foster carers for MyST; however, this is a challenge due to recruitment challenges across Wales. MyST continues to offer support to carers and offers specialist trainings. The removal of a part time consultant social worker post means that training will need to be reconsidered as it can no longer be offered inhouse. Links are being made with the workforce team.

**Objective 4 - Prevent offending and re-offending by children and young people.**

**Objective 4 End of Year Assessment**

Ref	Action	Action Outcome(s)	Well-being Objective Supported	Start Date	Expected Completion Date	Q4 RAG Assessment / % Completion	Commentary
Tudalen 31	Further develop the support provided by the Youth Justice Service (YJS) incorporating robust early intervention and prevention work; and future service transformation work.	Holistic and timely support is available to all children accessing the service from a multi-agency team, and built into their intervention plans.	WBO 3 / Strategic Priority 4 WBO 4 / Strategic Priority 7	1 <sup>st</sup> April 2021	31 <sup>st</sup> March 2024	60%	<p>The development of the Turnaround offer has resulted in a strong early help offer. This has been in place since December 2022 and there is clear evidence of an increase in referrals. We are currently recruiting for two posts and expect to see the service strengthen and develop further. A recent engagement event took place which involved multi-agency partners and this offer has been received well.</p> <p>PPE Vanguard review is due to take place in April/May and this will help the service to develop a multiagency response to prevention and early intervention.</p> <p>The development of the new prevention asset is nearly completed (currently being trialled). this will result in more robust assessments and plans and help support the delivery of our early prevention offer.</p> <p>The acquisition of a YJS minibus will also help to provide interventions and transport to YJS activities when needed.</p>

Ref	Action	Action Outcome(s)	Well-being Objective Supported	Start Date	Expected Completion Date	Q4 RAG Assessment / % Completion	Commentary
2	Acquisition of new YJS intervention hub – to promote multiagency working through early prevention and intervention work.	To facilitate and provide CYP open to the YJS receive quality preventions and interventions from a range of different areas including alternative education and accredit qualifications and life skills.	WBO 3 / Strategic Priority 4 WBO 4 / Strategic Priority 7	1 <sup>st</sup> October 2022	31 <sup>st</sup> March 2025	5%	Work is underway to develop a joint partnership with Education partners to create a joint YJS and Education Hwb. Key actions to take forward: <ul style="list-style-type: none"> <li>• Identify if there is an existing asset that YJS and Education could use - Jay McCabe has spoken to Caroline Ryan-Phillips who will raise this at the next asset rationalisation panel.</li> <li>• Service Manager to complete exec report to request permission from exec board to go ahead with the project and acquisition of the building. The initial plan will be to request RIF funding to undertake a viability once exec board agrees the project in principal.</li> </ul>
3	Develop our participation and co-production offer for all CYP known to the YJS.	Development of volunteers – to include service users. Develop Participation and engagement with services. Ethnically diverse groups. Enable and facilitate service development through co-production with CYP.	WBO 3 / Strategic Priority 4 WBO 4 / Strategic Priority 7	1 <sup>st</sup> October 2022	31 <sup>st</sup> March 2024	5%	Work is underway and participation champions have been identified within the service. Service user voice is now a key part of our strategic board reporting. We routinely invite CYP to feedback to the board to help them about their experiences of the service. We aim to increase this offer by developing a young person rep at the board - this is part of the longer term plan.



# Performance Measures

Children Services performance measures are taken from the Welsh Government Social Services Performance Framework. No targets will be set for these measures. Previous years data for will be used as a 'comparator' to enable monitoring and reporting.

Performance Measure / Description	Reporting Frequency (Quarterly / Half-yearly / Annual)	Actual 2020/21	Actual 2021/22	Actual 2022/23
<b>National CH001-</b> The number of contacts for children received by statutory Social Services during the year.	Quarterly	10,104	11,311	11,024
<b>National CH/005b-</b> The number where physical punishment by a parent or carer was the only factor	Quarterly	144	85	119
<b>National CH/015-</b> The total number of children with a care and support plan at 31 <sup>st</sup> March	Quarterly	978	945	978
<b>National CH/026-</b> The total number of children on the child protection register at 31 <sup>st</sup> March.	Quarterly	158	127	135
<b>National CH/033-</b> The total number of reports of child exploitation received during the year	Quarterly	62	122	141
<b>National CH/036-</b> The total number of children removed (de-registered) from the child protection register in the last 12 months	Quarterly	148	207	201
<b>National CH/037-</b> The number of children becoming looked after during the year.	Quarterly	91	166	122
<b>National CH/039 -</b> The number of children looked after at 31 <sup>st</sup> March.	Quarterly	378	372	376
<b>Local CH/L002-</b> The number of children who ceased being looked after during the year.	Quarterly	92	120	113
<b>National CH/043-</b> The total number of children looked after at 31 <sup>st</sup> March who have experienced three or more placements during the year.	Quarterly	26	50	34
<b>National CH/045 -</b> The total number of children who returned home during the year	Quarterly	36	33	49
<b>National CA/011 -</b> The total number of contacts to statutory social services by young carers or professionals contacting the service on their behalf received during the year. Provided by Barnardos	Quarterly	74	127	111
<b>National CH/L004 -</b> Number of Childrens Residential Fostering Beds	Quarterly	20	22	24
<b>National CH/L005 -</b> Number of Children in care proceedings during the year	Quarterly	44	56	73

Performance Measure / Description	Reporting Frequency (Quarterly / Half-yearly / Annual)	Actual 2020/21	Actual 2021/22	Actual 2022/23	Target 2022/23	Commentary
Total Number of first Time Entrants	Quarterly	38	13	23	20	Less is better as we would want to see a reduction in first time entrants' and have diverted them to other services or earlier engagement and prevention
(New) % of cases open to the YJS on a prevention basis	Quarterly	46.3%	66.4%	67.2% (225 / 335)	80%	More is better as we would want to see higher levels of cases receiving preventative services.
(New) % of cases open to the YJS on an out of court disposals	Quarterly	38.3%	24.1%	23.3% (78 / 335)	80%	Whilst we would want to see a reduction in out of court disposals, on the whole, this is a preferred option instead of a statutory order. Target will be reviewed as part of the service area 23/24 review.
(New) % of cases open to the YJS on a statutory order	Quarterly	15.1%	8.8%	8.7% (29 / 335)	38%	Less is better as we would want to reduce the amount of statutory orders cases. Target will be reviewed as part of the service area 23/24 review.
(New) % of cases on remand	Quarterly	0.4%	0.7%	0.9% (3 / 335)	1%	Less is better as we would want to have no remands cases where possible Target will be reviewed as part of the service area 23/24 review.
(New) % of cases re-offending (re-offending rates)	Quarterly	19.3%	8.9%	3.6% (12 / 335)	25%	Less is better as we would want to see numbers of re-offending cases to be as low as possible Target will be reviewed as part of the service area 23/24 review.
(New) % of cases open to the service with Criminal Exploitation (CE) /Criminal Sexual Exploitation (CSE)	Quarterly	27%	29.5%	14.6% (49 / 335)	Baseline Year	Less is better as we would want to see a reduction in CE or CSE cases. Target will be set for 2023/24.

# Glossary

## Service Area Project / Action Assessment

RAG Status	Description
X%	Project / Action is not on track to deliver with major issues preventing the action being completed by the agreed ' <i>Target Date</i> '. Immediate management interventions is required to improve performance and escalation to Directorate Management Team and/or relevant Board.
X%	Project / Action is mainly on track with some minor issues which could prevent the Project / Action being completed by the agreed ' <i>Target Date</i> '. Management intervention(s) required to improve performance and close monitoring by the Head of Service / Service Management Team.
X%	Project / Action is on track to be completed by the Agreed ' <i>Target Date</i> '.
C	Project / Action has been successfully delivered

## Performance Measure Monitoring / Tolerance Assessment

Newport City Council has agreed a 15% tolerance against targets set in service plans.

RAG Status	Description
=>15%	Performance is under achieving against Target or previous year's performance. Immediate management intervention and escalation to Directorate Management Board is required.
<15%	Performance is off target or Previous Year's Performance but within a variance of 15%. Management intervention and close monitoring by the Head of Service / Service Management Team is required.
	Performance is achieving / succeeding against its agreed Target or Previous Year's Performance.

Tudalen 35

## Risk Assessment Matrix

Probability	5	5 - Moderate	10 - Major	15 - Severe	20 - Severe	25 - Severe
	4	4 - Moderate	8 - Moderate	12 - Major	16 - Severe	20 - Severe
	3	3 - Low	6 - Moderate	9 - Major	12 - Major	15 - Severe
	2	2 - Low	4 - Moderate	6 - Moderate	8 - Moderate	10 - Major
	1	1 - Very Low	2 - Low	3 - Low	4 - Moderate	5 - Moderate
		1	2	3	4	5
		Impact				

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## Abbreviations

Abbreviation	Description
CIW	Care Inspectorate Wales
CLA	Children Looked After
IDVA	Independent Domestic Violence Advocates
MyST	My Support Team (multi-agency partnership) support team
UASC	Unaccompanied Asylum Seeker Children
VAWDASV	Violence against women, domestic abuse and sexual violence
WG	Welsh Government





**NEWPORT**  
CITY COUNCIL  
CYNGOR DINAS  
CASNEWYDD

# END OF YEAR REVIEW

ADULT SERVICES

2022-24



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## Strategic Leads

Cabinet Member for Social Services	Councillor Jason Hughes
Cabinet Member for Social Services	Councillor Stephen Marshall
Director for Social Services	Sally Ann Jenkins
Head of Adult Services	Mary Ryan

# Introduction

Newport City Council's Corporate Plan 2022-27 has four Well-being Objectives to support its mission to deliver an Ambitious, Fairer and Greener Newport for everyone and contribute towards Wales' Well-being Goals set in the Well-being of Future Generations Act. To support the delivery of these objectives and strategic priorities, each service area has developed their service plan. Adult Service's Service Plan 2022-24 outlines its own priorities and how the service will contribute towards the Corporate Plan and deliver continuous improvement.

Adult Services is part of the Council's Social Services and is responsible for delivering a range of statutory adult social care to residents and their carers across Newport. It is important for Newport Council to ensure all of our services including those delivered by third parties comply with the Social Services and Well-being (Wales) Act 2014. Adult Services delivers a range of services and support to citizens (service users and carers) across Newport including Adult managed care social work; residential and day care services; safeguarding; First Contact (Information, Advice and Assistance); Occupational Therapy; Carers support; Home First. Newport Council also commissions social care providers to provide residential and non-residential (domiciliary) care and support packages for Newport citizens.

Newport is Wales' fastest growing city with a 9.5% rise in population since the last Census in 2011. Across Wales there is more than one in five people (21.3%) aged 65 years and over. In Newport there has been an increase of 14.5% in people aged 65 years and over, an increase of 10.2% in people aged 15 to 64 years and an increase of 10.2% in children aged under 15 years. With these increases in the adult population, over the next 10 years the adult population, in particularly those aged 65 and above is likely to increase further. As Newport citizens represent diverse group of people, and their social care needs are determined by a wide range of factors including age, physical and mental health and economic circumstances. Furthermore, Wales (like the rest of the UK) post pandemic is facing a backlog of patients awaiting surgery, and with that presenting more longer term, complex cases of health, care and support. Additionally, the social care sector is experiencing staff shortages, increases to the cost of care (residential and non-residential) and additional statutory duties to safeguard and support adults and carers. It will be essential that Newport Council and its partners over the five years prevents many of these risks from getting worse but also to ensure the sustainability of services in the long term for Newport's communities. Adult Services will continue to deliver services with integrity, dignity and compassion for Newport citizens and ensure services are delivered to our most vulnerable residents who have eligible care and support needs. To support residents who require 'Information Advice and Assistance' at the first point of contact and correct signposting of what is available in the community.

## Adult Services Objectives

**Objective 1** - Supporting individuals and carers to maintain their independence and support them when they need help by providing equitable access to early intervention and prevention support.

**Objective 2** - Ensure safeguarding arrangements for adults and their carers remain robust and NCC remains compliant with the Social Services and Well-being Act.

**Objective 3** - Continue developing and improving the sustainability of adult services through a co-production model with providers, service users and carers to meet our statutory duties, and future demands based upon Population Needs Assessment.



# Head of Service Executive Summary

Newport Adult services has continued to work with significant pressure across all service areas throughout the year. There are several factors that continue to present pressure on services. Newport residents emerging from the pandemic without any early intervention or prevention support are presenting with complex issues for their health and social care, that require multi-faceted professional assessments. Workforce pressures and inability to recruit to specifically professional qualified posts to manage referrals in a timely manner, has meant waiting lists for assessment and service provision. Additional management tasks to review the waiting lists and ensure the most vulnerable residents are receiving the correct support and intervention, is a daily pressure.

The challenges with reduced workforce and lack of management oversight has required Adult services to be redesigned to ensure key statutory services are available and managed. Partnership working to ensure citizens receive the right service at the right time by the appropriate profession continues to require intense investment in time and communication. The continued pressure from health colleagues with regard to hospital discharges and the many pathways that are available requires review, clarity and adult services with a clear vision of what we can and cannot do.

Routinely Adult services receive communication and requests from Member's and Senedd regarding enquiries for citizen's and their families, is resource intensive to investigate, answer and comply with GDPR. We started the year with approximately 300 referrals a month into Adult services and end it with over 500 a month. This we know is not the accurate number of referrals and interactions with citizens and we need to improve our recording through WCCIS, specifically Hospital and Reablement services. Budget challenges and the transformation of service areas requires some key investments in the structure to enable transformation. Adult services management of over £77 million (core and grants) requires clear oversight and monitoring with a structure that provides assurance to the Council. The transformation and redesign agenda across adult services has continued to be a work in progress. Reviewing core processes and how best we can meet statutory requirements is at the centre of all decisions. Completed Adult assessments have increased from 120 to on average 210 per month, the priority has focussed on the most vulnerable and providing services to ensure safety, this has impacted on reviews for residents and will be addressed during the year.

Domiciliary care provided by commissioned services is now starting to recover but remains vulnerable due to workforce issues of recruitment and retention. Currently we are providing 815 packages of care in peoples own homes which is a return to last year's figures, after a very difficult year for provider services when we have seen up to 1,200 hours not commissioned for one week. Currently, we have 9 hours waiting to be commissioned. The voice of the Adults and carers that we work with has been pivotal to the challenges within the budget setting for the Council and how we deliver services going forward for our most vulnerable residents and Carers.

## **What we have achieved**

Considering the challenges across the social care sector, including the work-force internally and externally through commissioned services, we have delivered statutory services and engaged in preventative services to ensure residents are supported to live independently and have their care and support needs met for over 2,000 residents. The rise in the number of adults with care and support plans has risen during the year, this is also indicative of the complexity that adults require allied professional intervention alongside adult services.

Our offer to Carers has gone from strength to strength with over 600 carers receiving regular electronic communication, re-starting the 'chatty café' has proved a real support for carers. This was recognised within the social care accolades. The work with carers is firmly embedded within adult services, however, since April 2023 the service for Community Connectors and Carers service are under the Early Intervention and Prevention services structure. The introduction of the Smart Hub in the Market was launched and offers residents and families the opportunities to view and see what is on offer to maintain their independence at home.



In partnership with health and the third sector, we are establishing a Dementia Hub in the centre of town, which requires further development.

The 'Step up-step down beds' for residents that are in the community and require additional social care support to prevent a hospital admission or are medically ready to leave hospital but require reablement or social care input are available through our in-house Parklands service and we also have two beds in Spring Gardens that provide specialist 'step up/down' for residents with dementia.

We have also secured Welsh Government funding to develop the Older People World Health Organisation accreditation, which will enable the Council internally and externally to meet the requirements for accreditation.

Newport have successfully commissioned a short break service for carers on behalf of the region, it will enable carers to have a newly commissioned service for them to self-identify their own support needs and how they would like them met. The service is called 'Bridging the Gap' and is funded through a Welsh Government grant for the region. Reablement services continue to work to capacity and have had an excellent Care Inspectorate Wales inspection, the first since pre pandemic. Staff and those that have used their services spoke highly of the support and focus by staff to support and re-able residents in a timely manner.

### Plans for 23/24

- 1. Redesign of Adult service:** The transformation and redesign agenda across adult services has continued to be a work in progress. Reviewing core processes and how best we can meet statutory requirements to ensure a quality assessment/ review pathway that eliminates hand offs between teams and services is the core of the redesign. Ensuring staff have access to supervision, support through peer mentoring and development of their practice is essential going forward. Some of the activities include:
  - Information Advice and Assistance (Front door service) for hospital and community.
  - Newport continues to manage and develop the regional Home First service.
  - Develop the Home First enhanced service for Newport residents specifically in the Royal Gwent Hospital.
  - WCCIS recording to be introduced to improve data for planning of future needs and WG requirements.
  - Develop emergency care at home to prevent hospital admission alongside Reablement services.
  - Welsh Government potential funding for additional reablement services
- 2. Integrated Reablement:** services to be introduced to community front doors for early assessment and prevention. WCCIS recording to be introduced to improve data for planning current and future needs and formal reporting.
- 3. Streamline Managed Care with review function:** All residents with eligible care needs to receive assessments through managed care services. Managed care to be strengthened with the team managers building in resilience to ensure all specialist areas of practice are covered. Peer mentoring and learning to support the workforce and personal development will be key.
- 4. Financial services:** A review of services required for residents, will enable opportunities to develop a number of areas:
  - 4.1 Direct Payments:** to move to less reliance on commissioned domiciliary services, the NCC Direct Payment offer needs to be developed. We have started regional work, and this will continue.
  - 4.2 Appointeeship:** to review all external services and bring in house, will require investment in the Appointeeship team, to grow and return an income for the service.
  - 4.3 Deputyships:** review the commissioned service.
- 5. Short Breaks:**
  - 5.1** Continue the redesign to place based provision, (resulting from budget proposals 22/23)
  - 5.2** Centrica Lodge: consider the in-house opportunity for the care provision for residents with a learning disability.
  - 5.3** Our short breaks offer to Newport residents for those with care needs and their carers also offers a short break service with NEWCIS, 'Bridging the Gap' a newly commissioned service to enable Carers and the cared for to identify their own support needs and how they would like them met.

## Continuing the journey...

The transformation and redesign agenda across adult services has continued to be a work in progress. Reviewing core processes and ensuring the voice of the resident is central alongside how we can meet our statutory requirements is at the centre of all decisions. Completed Adult assessments have increased from 120 to on average 210 per month, the priority has focussed on the most vulnerable and providing services to ensure safety, this has impacted on reviews for residents and will be addressed during the year.

Domiciliary care provided by commissioned services is now starting to recover but remains vulnerable due to workforce issues of recruitment and retention. Currently we are providing 815 packages of care in peoples own homes which is a return to last year's figures, after a very difficult year for provider services when we have seen up to 1200 hours not commissioned for one week. Currently, we have 09 hours waiting to be commissioned.

The voice of the Adults and carers that we work with has been pivotal to the challenges within the budget setting for the Council and how we deliver services going forward for our most vulnerable residents and Carers.

# Adult Services 2022/23 Overview

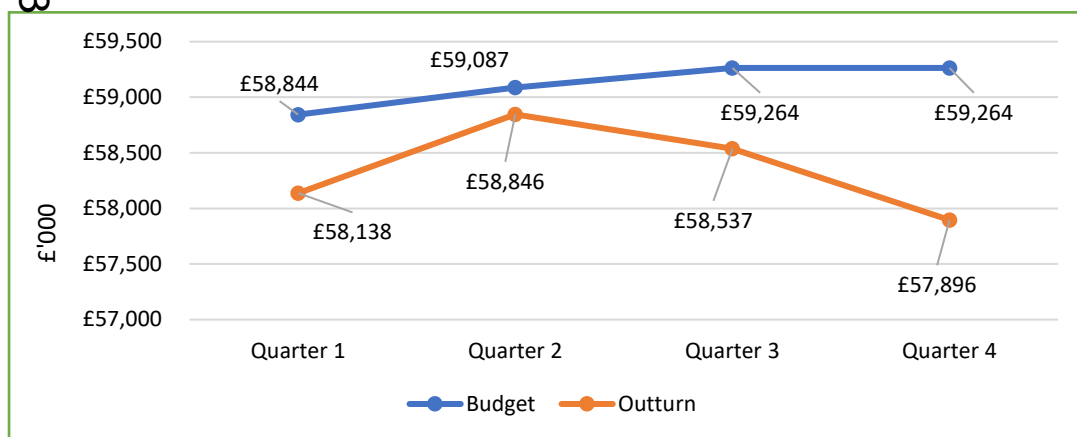
## Service Plan Objectives

Objective	End of Year (Red / Amber / Green)
<b>Objective 1</b> - Supporting individuals and carers to maintain their independence and support them when they need help by providing equitable access to early intervention and prevention support.	Green
<b>Objective 2</b> - Ensure safeguarding arrangements for adults and their carers remain robust and NCC remains compliant with the Social Services and Well-being Act.	Amber
<b>Objective 3</b> - Continue developing and improving the sustainability of adult services through a co-production model with providers, service users and carers to meet our statutory duties, and future demands based upon Population Needs Assessment.	Green

## Service Area Risks

Risk	Corporate / Service Risk	Inherent Risk Score	Target Risk Score	Quarter 1 Risk Score	Quarter 2 Risk Score	Quarter 3 Risk Score	Quarter 4 Risk Score
Pressure on Adult and Community Services	Corporate Risk	20	12	25	25	25	20
Stability of Social Services Providers	Corporate Risk	20	12	25	25	25	20
Liberty Protection Safeguards Legislation	Service Risk	10	4	6	6	6	6
New Statutory Mental Health Service.	Service Risk	16	12	-	-	16	16

## Service Area Revenue Outturn



# Programmes and Projects

Programme / Project Title	Project Overview	Well-being Objective(s) supported	Expected Completion Date (Quarter / Year)	Quarter 4 RAG Assessment / % Completion	Commentary	
Tudor Ray @ on 44	<b>Appointeeship Service</b>	Supports Adult Services Redesign To develop a business case and options analysis on how NCC can develop a sustainable model for an Appointeeship service for citizens in Newport. The outcome(s) of this project will be to provide support and safeguard Newport's most vulnerable citizens to remain independent to manage their finances.	Well-being Objective 3	Quarter 4 2023/24	15%	The early research stages within Adult Services has identified the need to improve the offer for residents and develop a cohesive service. This will require internal investment to develop the service, but the long term outcome will enable NCC Appointeeship service to grow and establish an income to support the service expansion. We are in the process of recruiting to a Service Manager vacancy and this will be a priority for 23/24 to develop.
	<b>Opportunities Development of short breaks</b>	A community based short breaks model of support will be developed as a reconfiguration and expansion of the previous buildings based service	Well-being Objective 3	Quarter 4 2022/23	C	Following review as part of the 2023/24 budget setting process, the service has a reduced budget and there will be further planned budget the reduction in 2024/25. A project team has now been established to look again at delivering the service in a way that has most impact.
	<b>Enhanced Dementia Project</b>	To develop a new specialist Reablement service for citizens with dementia	Well-being Objective 3	Quarter 4 2024/25	C	Two step down beds are now in operation at Spring Gardens, where close working with the community reablement team provides support for people with dementia after leaving hospital so they can be as independent as possible when they return home.
	<b>Learning Disability Accommodation</b>	In collaboration with the Council's Housing team, Registered Social Landlords and other key stakeholders, we aim to develop long-term, progressive and sustainable models of accommodation with support for people with learning disabilities	Well-being Objective 3	Quarter 2 2024/25	70%	The Commissioning Team and Social Workers continue to meet with providers of accommodation services in Newport and South Wales to review services and to discuss our accommodation needs. Newport now provides learning disability services for adults aged 18 to 80 so it is important that the services meet

Programme / Project Title	Project Overview	Well-being Objective(s) supported	Expected Completion Date (Quarter / Year)	Quarter 4 RAG Assessment / % Completion	Commentary
<b>Learning Disability Accommodation</b>	utilising of capital and revenue funding options.				their current needs and to ensure that there is sufficiency of market provision.
<b>Direct Payments (regional service)</b>	<p>Through collaboration with other Gwent local authorities and other key stakeholders as part of the Regional Partnership Board, we will develop a regional approach for citizens to commission their own care.</p> <p>This will provide greater independence and equitable access for service users to commission their own care and support.</p>	Well-being Objective 3	Quarter 3 2023/24	20%	The Regional Paper is still being considered across Gwent local authorities to progress the option of a Regional Direct Payments Service and how that is delivered at a local and regional level.
<b>Redesign Adult Services</b>	<p>Restructure Adult Services to ensure statutory services are correctly utilized and accessed smartly by citizens and professionals. Capturing all legislative requirements, Prevention and early intervention to eligible statutory services. This will also be supported by a range of projects outlined in this table.</p>	<p>Well-being Objective 3</p> <p>Well-being Objective 4</p>	Quarter 4 2023/24	30%	<p>We have agreed a management structure for Adult Services and both Service Manager and Team Manager vacancies are out to recruitment.</p> <p>Adult service continue to work closely with prevention services, Community Connectors and Carer services now sit within Early Intervention and Prevention services for reporting, and continue to be part of the Information Advice and Assistance offer for all adult referrals and enquiries.</p>
<b>Integration of Frailty service Information, Advice and Assistance (IAA) hub.</b>	<p>Supports Adult Services Redesign. The objective of this project is to integrate the Frailty service into the IAA team. The outcomes of this work will:</p> <ul style="list-style-type: none"> <li>Reduce the number of entry points for Newport citizens to contact and engage with the Council.</li> </ul>	<p>Well-being Objective 3</p> <p>Well-being Objective 4</p>	Quarter 4 2022/23	70%	The phased approach to integrating the service is now moving forward. The Frailty Team are starting to work with the systems but currently within their own locations. Co-Location is still the outcome and this will progress as the challenges within the management structure are resolved.

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Programme / Project Title	Project Overview	Well-being Objective(s) supported	Expected Completion Date (Quarter / Year)	Quarter 4 RAG Assessment / % Completion	Commentary
<b>Integration of Frailty service Information, Advice and Assistance (IAA) hub.</b>	<ul style="list-style-type: none"> <li>Improve the efficiency and consistency of the IAA service to signpost Newport citizens to the correct team(s) and ensure that they receive necessary information and support for their needs.</li> </ul> <p>Newport citizens to access health services, under reablement care including therapies and falls clinics.</p>	<p>Well-being Objective 3</p> <p>Well-being Objective 4</p>	Quarter 4 2022/23	<b>70%</b>	A key outcome is the appointment of a new Service Manager to oversee First Contact and the progression to advertise for a new Team Manager for First Contact. The appointments will be critical in supporting and developing the integration and its success going forward.
<b>Hospital Service</b>  Tudalen 46	Supports Adult Services Redesign Develop smarter pathways in partnership with key stakeholders for citizens in hospital.	<p>Well-being Objective 3</p> <p>Well-being Objective 4</p>	Quarter 4 2022/23	<b>60%</b>	The Hospital Discharge Service continues to align itself with Home First to support a Discharge Hub in the RG. Alignment of resources on a more dedicated footprint is in process which will allow for the hub to formalise and standardise its approach to hospital discharge. There are future opportunities for the Hub to develop to become a key feature in the hospital discharge process for Newport, ABUHB and the Gwent Region.
<b>Dementia Hwb in Newport</b>	Supports Adult Services Redesign <ul style="list-style-type: none"> <li>Provide a community single point of access for citizens pre or post diagnosis. In partnership with 3rd sector and health.</li> </ul>	<p>Well-being Objective 3</p> <p>Well-being Objective 4</p>	Quarter 4 2022/23	<b>30%</b>	The development of the Hwb is still being worked through in partnership with Health and Third Sector Colleagues. Accommodation which continues to be sourced is a key factor in the progression.

# Workforce Development

To support workforce development across the Adult Services the following actions have been identified as priority between 2022-24.

Action	Outcome(s) of Action Delivery	Action Start Date	Expected Completion Date	Q4 RAG Assessment / % Completion	Commentary	
Tudalen 47	Build on the existing work to support staff to access social care training including the Open University route to social work qualification. Continue to ensure that all roles are supported and available within Adult services including Occupational Therapy.	Retain staff in Newport and increase the pool of qualified social work staff. Continue to raise with Health community requirements for qualified Occupational Therapists.	1 <sup>st</sup> April 2022	31 <sup>st</sup> March 2024	C	We currently are supporting 11 people through the Open University (OU) degree programme to become qualified as social workers. Regular workforce meetings are taking place at which we consider how we can prepare people for the application process, how we develop our programme for newly qualified social workers and support for consolidation of practice. We continue to provide placements for students from Cardiff University and University of South Wales. In order to do this we ensure we have adequate numbers of experienced social workers who are able to support the learners during their placements.
	Access appropriate regional and National workforce development groups to increase capacity and support the whole social care workforce.	Increase the number of applications of staff to posts in Newport and retain staff within the social care workforce.	1 <sup>st</sup> April 2022	31 <sup>st</sup> March 2024	70%	We continue to represent Newport at a regional and national level to develop strategies to create opportunities to build workforce sufficiency.

Action	Outcome(s) of Action Delivery	Action Start Date	Expected Completion Date	Q4 RAG Assessment / % Completion	Commentary
In addition to routine supervision and team meetings and for all teams provide regular sessions for wellbeing and support.	Support staff in their own well-being and ensure staff are motivated and enabled to carry out their roles.	1 <sup>st</sup> April 2022	31 <sup>st</sup> March 2024	90%	We have clear processes in place to support all workers within Adult services. Team, service, whole Adult service meetings are in place, a mixture of in person and team's meetings. Whole social service meetings have specifically looked at staff well-being and addressed strategies and ensured support is available to all.
Build availability of Provider services for the most vulnerable Adults in Newport, Residential and domiciliary care and support.	Strengthen availability of provider services in the community. Through Commissioning and brokerage, the focus on delivery methods to ensure sustainability.	1 <sup>st</sup> April 2022	31 <sup>st</sup> March 2024	70%	Social workers meet regularly with the commissioning team to highlight future needs and report on feedback from people who need services. In the next 18 months there will be 18 new supported living flats in Newport. Following feedback from younger adults with a learning disability and their carers, this year NCC will be reviewing the range of day services in the city.



# Objectives and Action Plan Update

Objective 1 - Supporting individuals and carers to maintain their independence and support them when they need help by providing equitable access to early intervention and prevention support						Objective 1 End of Year Assessment	
Ref	Action	Action Outcome(s)	Well-being Objective Supported	Start Date	Expected Completion Date	Q4 RAG Assessment / % Completion	Commentary
1 Tudalen 49	Improve engagement with city's LGBTQ+ and traveller / Roma communities to access adult services.	Through the Council's Community Connector team's we will engage and improve services available for the city's LGBTQ+ and traveller communities. This will include reviewing existing arrangements available, improving communication channels, and barriers preventing communities accessing services. We will implement an action plan to improve areas of weakness for specific communities in partnership with council services.	WBO 3 / Strategic Priority 3	1 <sup>st</sup> December 2022	31 <sup>st</sup> December 2024	60%	There is ongoing engagement with Community Connectors and a wider Council Approach to support and improve the interface with these key groups.  From April 2023, the Prevention & Inclusion service will be overseeing the delivery of Community Connectors.
	Ensure the implementation of the National Carers Strategy is fully embedded across the City to support the City's unpaid carers.	Review the implementation of the National Carers Strategy that will support the City's Carer's.	WBO 3 / Strategic Priority 3	1 <sup>st</sup> October 2022	31 <sup>st</sup> March 2024	C	Continued development of a Carer Council perspective has included commissioning a new service 'Bridging the Gap' for Carers to determine own care needs from a variety of services. Newport are hosting the Carer service on behalf of the region.

Ref	Action	Action Outcome(s)	Well-being Objective Supported	Start Date	Expected Completion Date	Q4 RAG Assessment / % Completion	Commentary
3	Achieve Carer Friendly employer accreditation.	In conjunction with the development and implementation of the Carers Strategy, NCC will aim to achieve Carer Friendly employer accreditation.	WBO 3 / Strategic Priority 3	1 <sup>st</sup> October 2022	31 <sup>st</sup> March 2023	75%	We are working towards a council wide Employee Accreditation, working with HR to build a portfolio of evidence for the application stage in 2023/24.
Tudalen 50 <sup>4</sup>	Continue to innovate and expand the offer of assistive technology to support early intervention and prevention.	To compliment and support existing early intervention and prevention services with assistive technology.  Using existing technology and new, innovative technology that will enable citizens to live independently at home.	WBO 3 / Strategic Priority 3	1 <sup>st</sup> October 2022	31 <sup>st</sup> March 2024	99%	The Occupational Therapy Service continue to take a lead in achieving the objective through various communication methods. Most notably is the SMART House that has been set up and opened in Newport Market which provides training opportunities for staff to attend and keep updated on the technology available and for the citizens of Newport to visit to enable them to access services they not have been aware of.

**Objective 2 - Ensure safeguarding arrangements for adults and their carers remain robust and NCC remains compliant with the Social Services and Well-being Act.**

**Objective 2 End of Year Assessment**

Ref	Action	Action Outcome(s)	Well-being Objective Supported	Start Date	Expected Completion Date	Q4 RAG Assessment / % Completion	Commentary
1	To support the Council's Human Resources team to ensure Mandatory Safeguarding training is delivered for all new and existing staff in the Council.	Collaborative working with Human Resources team to ensure new and existing staff have completed their training. Develop a tiered safeguarding training framework for all roles in Newport so that officers are clear on what level of Safeguarding training they need to undertake. Also to undertake regular monitoring and reporting across service areas. Managers to provided regular reports on who has / has not completed their training.	WBO 3 / Strategic Priority 2  Safeguarding Risk.	1 <sup>st</sup> October 2022	31 <sup>st</sup> March 2024	30%	Gathering data and coordinating how this is best moved forward with wider HR workstreams.

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Ref	Action	Action Outcome(s)	Well-being Objective Supported	Start Date	Expected Completion Date	Q4 RAG Assessment / % Completion	Commentary	
Tudalen 52	2	Improve the external communication of safeguarding information to ensure they know who and how they can access the information, advice and/or assistance they need.	Collaborate with the Council's Communication team to ensure the Council's website and other communication methods such as social media. Newport matters etc has all of the necessary safeguarding information required. Also ensure regular communications are released during the year to continue the messaging. Communication is available in Welsh, English and other languages used by citizens in Newport.	WBO 3 / Strategic Priority 2 Safeguarding Risk.	1 <sup>st</sup> October 2022	31 <sup>st</sup> March 2024	50%	Work in progress. Delayed due to vacant post being on hold.
	3	Improve the robustness of the Safeguarding Self-Assessment tool used by Newport Council.	Through the Safeguarding Regional group and Safeguarding board, collaborate with other Gwent local authorities to improve the Council's self-assessment arrangements. This will ensure consistent approach is adopted across Gwent authorities and benchmarking.	WBO 3 / Strategic Priority 2 Safeguarding Risk.	1 <sup>st</sup> October 2022	31 <sup>st</sup> March 2024	40%	Work in progress but at early stages.
	4	Develop processes to improve how professionals can report and escalate adult safeguarding concerns.	This will support improving how social care staff and other professional officers can report and escalate safeguarding concerns. This will improve the Council's compliance to relevant safeguarding legislation.	WBO 3 / Strategic Priority 2 Safeguarding Risk.	1 <sup>st</sup> April 2023	31 <sup>st</sup> March 2024	N/A	Updates to provided in 23/24.

Ref	Action	Action Outcome(s)	Well-being Objective Supported	Start Date	Expected Completion Date	Q4 RAG Assessment / % Completion	Commentary
5	Continue to prepare and implement the Liberty Safeguards arrangements in Adult Social Care	In preparation of the Liberty Safeguards legislation, Adult Social Care and supporting partners need to be aware of and implement the new requirements.  This has been delayed due to Covid and is expected to be implemented in 2023/24.	WBO 3 / Strategic Priority 2  Liberty Safeguarding Risk	1 <sup>st</sup> October 2022	31 <sup>st</sup> March 2024	85%	The implementation of Liberty Protection Safeguards (LPS) legislation has been postponed until further notice by WG.  NCC will continue to prepare for LPS. We plan more training of Best Interests Assessments (BIA's), furthering provider knowledge of Mental Capacity Act and are working to reduce the DoLS assessment waiting list.

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**Objective 3 - Continue developing and improving the sustainability of adult services through a co-production model with providers, service users and carers to meet our statutory duties, and future demands based upon Population Needs Assessment.**

**Objective 3 End of Year Assessment**

Ref	Action	Action Outcome(s)	Well-being Objective Supported	Start Date	Expected Completion Date	Q4 RAG Assessment / % Completion	Commentary
Tudalen 54	Collaborate with residential and domiciliary social care providers to ensure fair and sustainable costs are maintained to look after and support the delivery of care packages.	Collaborating with social care providers in the residential and non-residential (domiciliary) care sectors to ensure fair and sustainable costs are set for providers and service users. Services are commissioned based upon the risk and demand of services needed by Newport's population based upon Newport Population Needs assessment. Raising and escalating as necessary internally and externally (regional / national) financial pressures and sustainability of services.	WBO 3 / Strategic Priority 1  Sustainability of Adult Social Care Risk	1 <sup>st</sup> October 2022	31 <sup>st</sup> March 2024	75%	During the 4th quarter of 22/23 the position with our domiciliary care providers has improved considerably. This is due to the constant attention and support by our commission team to providers. The workforce remain vulnerable but we are in a position where we are able to broker packages of care for domiciliary and residential care when required. The on-going issues with Social Work recruitment however does pose blockages to brokerage that cannot be ignored

Ref	Action	Action Outcome(s)	Well-being Objective Supported	Start Date	Expected Completion Date	Q4 RAG Assessment / % Completion	Commentary
2	<p>Increase the provision of accommodation for adults with learning disabilities.</p> <p>Learning Disability Accommodation Strategy</p>	<p>This action is delivered as part of the Council's Learning Disability Accommodation Strategy.</p> <p>Collaborate with the Council's Housing and Communities service area and Registered Social Landlords and service users / families to develop progressive and sustainable models of accommodation.</p> <p>This will meet the needs of people transitioning from children's to adult social care, provide secure and long term accommodation for people to live in the community.</p>	<p>WBO 3 / Strategic Priority 1</p> <p>WBO 3 / Strategic Priority 3</p> <p>WBO 3 / Strategic Priority 5</p> <p>Sustainability of Adult Social Care Risk</p>	1 <sup>st</sup> October 2022	31 <sup>st</sup> March 2024	70%	<p>Working with Registered Social Landlords (RSL) and care providers there will be an increase of 10 new placements in the next 12 months. One scheme is a new build of 7 supported living flats the other is a conversion of an existing building to provide 3 new supported living flats.</p> <p>Within the next 18 months there will be a change of use to provide a further 8 supported living flats and development of Centrica lodge / short breaks.</p> <p>The new provision will meet the changing needs of people with a learning disability.</p>

Tudalen 55



# Performance Measures

Note: Adult Services performance measures do not have targets as these are demand led. Performance will be assessed in comparison to previous year's performance.

Performance Measure / Description	Reporting Frequency (Quarterly / Half-yearly / Annual)	Actual 2020/21	Actual 2021/22	Actual 2022/23
<b>National (AD/002)</b> – The number of contacts received by Adult Services where advice and assistance was provided during the year.	Annual	1,718	1,725	1,571
<b>National (AD/004)</b> – The number of new assessments completed for adults during the year.	Quarterly	1,538	1,444	1,306
<b>National (AD/006b)</b> – The active offer of Welsh was accepted.	Quarterly	0	1	0
<b>National (AD/010)</b> – The total number of packages of reablement completed during the year	Quarterly	583	601	439
<b>National (AD/011a)</b> – The number packages of reablement completed during the year that reduced the need for support	Quarterly	43	24	32
<b>National (AD/011b)</b> – The number of packages of reablement completed during the year that maintained the need for the same level of support.	Quarterly	95	62	64
<b>National (AD/011c)</b> – The number of packages of reablement completed during the year that mitigated the need for support	Quarterly	409	484	314
<b>National (AD/011d)</b> – The number of packages of reablement completed during the year that increased the need for support	Quarterly	43	31	29
<b>National (AD/012)</b> – The number of adults with a care and support plan as at 31 <sup>st</sup> March.	Quarterly	1,861	1,940	2,249
<b>National (AD/013)</b> – The total number of adults with eligible needs for care and support maintained by Direct Payments at 31 <sup>st</sup> March	Quarterly	93	94	101
<b>National (AD/023)</b> – The total number of reports of adults suspected of being at risk where it is necessary for enquiries to be made.	Quarterly	648	783	730
<b>National (AD/024)</b> - No. of Adult Protection Enquiries Completed Within Timescale	Quarterly	Not Available	745	671
<b>National (AD/020)</b> - The total number of reports of an adult suspected of being at risk received during the year.	Quarterly	Not Available	Not Available	957
<b>(NEW) AD/L001</b> - Number of Adult Professional Safeguarding Concerns raised in the year.	Quarterly	Not Available	Not Available	39

# Glossary

## Service Area Project / Action Assessment

RAG Status	Description
X%	Project / Action is not on track to deliver with major issues preventing the action being completed by the agreed ' <i>Target Date</i> '. Immediate management interventions is required to improve performance and escalation to Directorate Management Team and/or relevant Board.
X%	Project / Action is mainly on track with some minor issues which could prevent the Project / Action being completed by the agreed ' <i>Target Date</i> '. Management intervention(s) required to improve performance and close monitoring by the Head of Service / Service Management Team.
X%	Project / Action is on track to be completed by the Agreed ' <i>Target Date</i> '.
C	Project / Action has been successfully delivered

## Performance Measure Monitoring / Tolerance Assessment

Newport City Council has agreed a 15% tolerance against targets set in service plans.

RAG Status	Description
=>15%	Performance is under achieving against Target or previous year's performance. Immediate management intervention and escalation to Directorate Management Board is required.
<15%	Performance is off target or Previous Year's Performance but within a variance of 15%. Management intervention and close monitoring by the Head of Service / Service Management Team is required.
	Performance is achieving / succeeding against its agreed Target or Previous Year's Performance.

Tudalen 57

## Risk Assessment Matrix

Tudalen 88

Probability	5	5 - Moderate	10 - Major	15 - Severe	20 - Severe	25 - Severe
	4	4 - Moderate	8 - Moderate	12 - Major	16 - Severe	20 - Severe
	3	3 - Low	6 - Moderate	9 Major	12 - Major	15 - Severe
	2	2 - Low	4 - Moderate	6 - Moderate	8 - Moderate	10 Major
	1	1 - Very Low	2 - Low	3 - Low	4 - Moderate	5 - Moderate
		1	2	3	4	5
		Impact				

## Abbreviations

Abbreviation		Description
IAA		Information Advice and Assistance
OT		Occupational Therapists



# END OF YEAR REVIEW

PREVENTION & INCLUSION

2022-24



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## Strategic Leads

Cabinet Member for Community Well-being	Councillor Deb Harvey
Director of Social Services	Sally-Ann Jenkins
Head of Prevention & Inclusion	Caroline Ryan Phillips



# Introduction

Newport City Council's Corporate Plan 2022-27 has four Well-being Objectives to support its mission to deliver an Ambitious, Fairer and Greener Newport for everyone and contribute towards Wales' Well-being Goals set in the Well-being of Future Generations Act. To support the delivery of these objectives and strategic priorities, each service area has developed their five year service plan. The Prevention and Inclusion Service Plan 2022-24 outlines its own priorities and how the service will contribute towards the Corporate Plan and deliver continuous improvement.

The Prevention and Inclusion service area is part of the Council's Social Services directorate, responsible for delivering a range of early intervention and preventative services. Embracing Prevention - one of the core principles of the Social Service and Wellbeing Act (Wales) 2014 and Wellbeing of Future Generations (Wales) Act 2015, the service area is structured to offer early help to families and individuals and strive to prevent escalation of support needs to statutory services. All teams work closely with a range of partners to deliver effective and timely support, working with individuals and families on what matters to them and will improve their lives. Building on families own strengths and resources, interventions are tailored to develop and strengthen individual skills and coping strategies to manage their own lives and families. Support on parenting, mental health and educational attainment are some examples of the type of work undertaken.

## Prevention & Inclusion Objectives

**Objective 1** - Deliver effective early intervention and preventative services for children, young people and families to remain in their own communities.

**Objective 2** - Deliver an appropriate range of inclusive early intervention and preventative services to meet the needs of children, young people and families.

**Objective 3** - Support families to lead emotionally healthy and happy lives in their communities.

**Objective 4** - Improve outcomes for children, young people and families building self-worth. Working with strengths based and trauma informed approaches.

# Head of Service Executive Summary

This is the first end of year report for the new Prevention and Inclusion service area, established in 2022/23. The last year has focussed primarily on building the service area infrastructure, bringing together many services providing front line early intervention and preventative support to individuals and families and becoming part of the social services directorate. Whilst these structural changes have taken place, all services have continued to operate and deliver a high level and myriad of support to Newport residents, a testament to the large workforce in managing and adapting to change.

The past year has seen much activity in moving services and teams and welcoming them all to Social Services. Overall, the team moves have been extremely positive with staff morale reporting to be positive. Feedback from the workforce have confirmed their view they now feel their services are located in the right place. This allows for teams to work more closely alongside Adults and Childrens services and improved integration amongst early intervention and preventative services. It allows for an improved flow of information, following the story of individuals and input of support more cohesively.

Whilst not faced with the acute service pressures faced by Adults and Childrens services, the service area has throughout the year been challenged with several issues. Similar to the national issue of workforce challenges we have seen a shortage of suitably qualified and experienced childcare staff, play staff and youth workers. Affecting our Flying Start provision has been the significant shortage of health visitors. Building the new service area has meant unpicking and reviewing some established provisions where funding arrangements has crossed over different directorates, and models of delivery being reviewed to determine their current 'fit for purpose' positions. The service area, which is predominately grant funded, is committed to ensuring service provision is meeting the needs of Newport residents and is making a difference to their lives on the issues that matter to them. Fundamental to this is our ability to develop and nurture partnerships with a range of stakeholders. We need ensure we are smart with utilising our resources collaboratively, avoid duplication of interventions and see it as a shared responsibility to support residents to live healthy and fulfilling lives. Positive collaborations are firmly in place with Health, OPCC, third sector in addition to internal partners.

We have seen the lasting impact of the Covid-19 pandemic on residents, with sustained high level of referrals and increasing complexity of issues. It is evident that families have struggled emotionally and psychologically with higher levels of parental and child mental health issues being seen. Added to this is the cost-of-living crisis and the real impact this has had, not just on those residents living in areas of high deprivation and/or on low incomes, but across the wider community landscape. These challenges have required teams to respond appropriately, collaborating alongside a network of professionals providing information on what support is available. As a result of increasing complexity and demand we are unfortunately seeing services establishing waiting lists as they attempt to manage these pressures.

With the service area predominately grant funded, we are facing the coming year with some concerns over sustaining the workforce and thus capacity to deliver. Inflation and pay awards are both having direct impact on the service area managing within grant budget allocation, whilst the grants remain static with no uplifts. With an experienced and largely established workforce mostly at the top of their pay grades and no budget flexibility we face real time staff cuts to maintain a balanced budget. This is despite the service area being skilled at creatively managing the myriad of grants received, fully utilising any underspends where possible.

## What have we achieved in 2022/23?

We have successfully established the service area infrastructure ensuring all the workforce has been consulted with, including merging 2 teams, with improved seamlessness and efficiencies, whilst reducing duplication and multiple assessments faced by individuals.

- Undertaken a children's and young person's substance misuse needs assessment as we work towards recommissioning this area. This involved several workshops with partners and colleagues to inform and shape the outcome.
- Working with the Adaptations Team to develop its preventative offer alongside its core adaptations projects.
- Undertaken a review of the Play service and remodelling.
- Progressed on achieving a city-wide visible youth service offering consistent place-based support to young people, building up trusted relationships in their own communities. This includes out of hours provision.
- Flying Start Expansion plans which will see a strengthening of the childcare and parental support offer across Newport.
- Progressed work for teams to access WCCIS, enhancing our information sharing processes.
- A remodelling of an established alternative education provision .
- Clearer structure and coordination around parenting programmes and support.
- Achievement of Bronze Quality Mark in the Youth Service.
- Successful recommissioning of the Families First programme.
- Established a culture of innovative and forward-thinking practice, with clear workforce support and development opportunities.

As we head towards 2023-24, we are excited about the opportunities facing us. We extend a warm welcome to 3 more teams joining us, these being the Community Connectors, Carers Officer and the Community Development team. This will bring further synergy and widen the preventative offer for all adults and children. We intend to continue reviewing services and programmes in place to ensure they are performing and are appropriately modelled to meet the needs of Newport's residents. The service area is actively exploring new ways of working, particularly how we can support the front door for Adults and Childrens services where we know inappropriate referrals are received and individuals are not necessarily receiving the support they are seeking. We are working with colleagues in health to identify and develop improved pathways for the adult population where earlier and preventative support is offered, reducing the need for higher costly tiers of support involving GP and statutory social services.

The service area is also an active participant in the transformation of assets programme, aligning with the teams exploring how we can deliver our services more smartly and efficiently. We also plan to widen the scope of the Children and Communities Board to bring an improved oversight and co-ordination of early support available to children and families within Newport. An important element to how our services are developed involves participation with residents themselves. Their voice and views on helping us to understand the kind of support they would like is at the forefront of progressing the service area. We have an active task and finish group exploring this and working towards a clear and robust participation strategy within Prevention and Inclusion.



# Prevention & Inclusion 2022/23 Overview

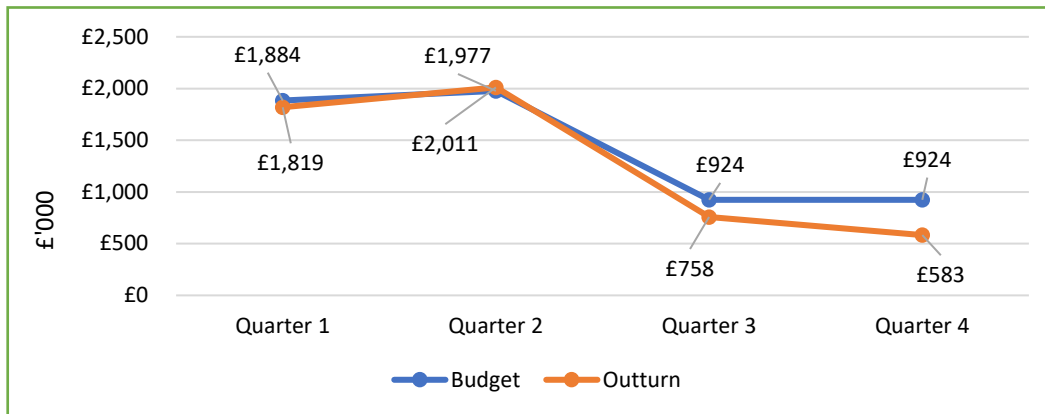
## Service Plan Objectives

Objective	End of Year (Red / Amber / Green)
<b>Objective 1</b> - Deliver effective early intervention and preventative services for children, young people and families to remain in their own communities.	
<b>Objective 2</b> - Deliver an appropriate range of inclusive early intervention and preventative services to meet the needs of children, young people and families.	
<b>Objective 3</b> - Support families to lead emotionally healthy and happy lives in their communities.	
<b>Objective 4</b> - Improve outcomes for children, young people and families building self-worth. Working with strengths based and trauma informed approaches.	

## Service Area Risks

Tuition Grants	Risk	Corporate / Service Risk	Inherent Risk Score	Target Risk Score	Quarter 1 Risk Score	Quarter 2 Risk Score	Quarter 3 Risk Score	Quarter 4 Risk Score
Prevention & Inclusion service area	Tuition Grants	Service Risk	12	6	-	-	8	8
Removal of Disabled Facility Grants means testing.		Service Risk	12	6	-	-	9	1

## Service Area Revenue Outturn



# Programmes and Projects

Programme / Project Title	Project Overview	Well-being Objective(s) supported	Expected Completion Date (Quarter / Year)	Quarter 4 RAG Assessment / % Completion	Commentary
CEMP / WCCIS	<p>Greater use of WCCIS has been identified as a suitable way forward to enhance information sharing and consistency of record keeping-across service areas.</p> <p>Work is progressing to identify the most efficient and meaningful way to align use of WCCIS with the CEMP database, ensuring monitoring and reporting requirements are maintained whilst improving information sharing amongst professionals. ICT and SRS are supporting this work.</p>	<p>Well-being Objective 3</p> <p>Well-being Objective 4</p>	<p>Quarter 3 2023/24</p>	<p>50%</p>	<p>Information relating to all staff that have been identified to have access to WCCIS has been shared with SRS we are waiting for approval, after this time training will be organized. Further work looking at transition of more detailed work such as case recording is underway with Team Managers as phase 2 of the WCCIS transition. Financial contribution and SLA for 22-23 have been completed.</p>

Tudalen 65

# Workforce Development

To support workforce development across Social Services Directorate and Prevention & Inclusion service, the following actions have been identified as priority between 2022-24.

Action	Outcome(s) of Action Delivery	Action Start Date	Expected Completion Date	Q4 RAG Assessment / % Completion	Commentary
Build on the existing work to support staff to access social care training including the Open University route to social work qualification.	Retain staff in Newport and increase the pool of qualified social work staff.	1st October 2022	31st March 2024	40%	This process is in place- training for interview process has been offered. Interviews will take place in June. The process is being managed by the workforce development team.
Access appropriate regional and national workforce development groups to increase capacity and support the whole social care workforce.	Increase the number of applications of staff to posts in Newport and retain staff within the social care workforce.	1st October 2022	31st March 2024	70%	We continue to represent Newport at a regional and national level to develop strategies to create opportunities to build workforce sufficiency.
<b>Prevention &amp; Inclusion</b> - In addition to routine supervision and team meetings, all teams to provide regular sessions for wellbeing and support.	Support staff in their own well-being and ensure staff are motivated and enabled to carry out their roles.	1st October 2022	31st March 2024	50%	Wellbeing and support remains firmly on the agenda throughout P&I in a number of forums. Team mtgs, 1-1's and wider service area discussions. We are focussed on ensuring staff are well supported particularly the teams that have joined the new service area, and looking at development opportunities where possible.

# Objectives and Action Plan Update

Objective 1 - Deliver effective early intervention and preventative services for children, young people and families to remain in their own communities.						Objective 1 End of Year Assessment	
Ref	Action	Action Outcome(s)	Well-being Objective Supported	Start Date	Expected Completion Date	Q4 RAG Assessment / % Completion	Commentary
1	Improve use of smart technology to assist with safe and independent living.	Individuals supported to remain in their own homes and communities.	WBO3 / Strategic Priority 3	1 <sup>st</sup> October 2022	31 <sup>st</sup> March 2024	25%	The team is linking in with OT assistive technology to provide services outside of traditional scope.
Tudalen 67	Explore effective models for early intervention and preventative support, offering timely and meaningful interventions.	Improved outcomes for individuals and families, whilst reducing the need for statutory services.	WBO3 / Strategic Priority 3	1 <sup>st</sup> October 2022	31 <sup>st</sup> March 2024	80%	The Children with Additional needs (CANS) service set up by Barnardos via Families First funding is now (1st April) an internal service in the Disabled Children's team. This will form part of a preventative arm of the Disabled Children's team which will also deliver activities and groups to children with disabilities and their families based on on-going consultation and feedback about identified support needs.
	Develop an effective communication strategy for Prevention and Inclusion.	Use of social media and intranet to promote available support, having greater reach into communities.	WBO 3 / Strategic Priority 1	1 <sup>st</sup> October 2022	31 <sup>st</sup> March 2024	75%	Prevention and Inclusion newsletter has been developed and is being issued quarterly to staff. The Family Intervention Service audit has been completed with a positive outcome. An action plan is being developed to respond to recommendations from the report.

Ref	Action	Action Outcome(s)	Well-being Objective Supported	Start Date	Expected Completion Date	Q4 RAG Assessment / % Completion	Commentary
3 Tudalen 68 <sup>4</sup>	Develop an effective communication strategy for Prevention and Inclusion.	Use of social media and intranet to promote available support, having greater reach into communities.	WBO 3 / Strategic Priority 1	1 <sup>st</sup> October 2022	31 <sup>st</sup> March 2024	75%	An audit is currently being undertaken on all marketing and comms links within P&I to identify a more coordinated response to promotion and access to services within the service area. We are currently working on communication post families first recommissioning to share with partners and broader comms and marketing of Prevention and Inclusion.
	To deliver a strong and consistent safe network of open access Youth & Play clubs within local communities across the City of Newport.	Children will have greater access to community support, advice and guidance, with improved safeguarding oversight.	WBO 3 / Strategic Priority 4	1 <sup>st</sup> October 2022	31 <sup>st</sup> March 2024	80%	The Youth and Play Service have now delivered 11 Youth Clubs across the city and 5 Play Clubs. We have targeted 3 further youth clubs moving forward in 2023/2024.

**Objective 2** - Deliver an appropriate range of inclusive early intervention and preventative services to meet the needs of children, young people and families.

**Objective 2 End of Year Assessment**

Ref	Action	Action Outcome(s)	Well-being Objective Supported	Start Date	Expected Completion Date	Q4 RAG Assessment / % Completion	Commentary
Tudalen 69	Develop a range of services that sit within Prevention and Inclusion service area.	Appropriate services established to respond and support families and children with their multi-faceted needs.	WBO 3 / Strategic Priority 1	1 <sup>st</sup> October 2022	31 <sup>st</sup> March 2024	90%	Families First recommissioned services are due to start on 1st April 2023, including the internal provision of preventative services within the Disabled Childrens team. The Promoting Positive Engagement with Young People (PPEYP) grant work is being reviewed over the next 3 months to achieve a robust and updated multiagency offer using this grant, designed to meet clear performance outcomes. The Community Connectors and Carers team transferred into Prevention and Inclusion on 1st April, increasing the early intervention and preventative offer to adults within the service area. The Community Development team have also transferred into Prevention and Inclusion on 1st April and will be merging with the Community Connectors team to provide a community offer from birth to adult.
	Undertake Children and Young Persons Substance Misuse needs assessment.	Inform future substance misuse commissioning, ensuring children and young have access to appropriate and meaningful support.	WBO 3 / Strategic Priority 4	1 <sup>st</sup> October 2022	31 <sup>st</sup> March 2024	17%	The assessment was completed and presented to the Area Planning Board (APB). Members were given two weeks to consider and provide any further comments. The needs assessment has now been approved.



Ref	Action	Action Outcome(s)	Well-being Objective Supported	Start Date	Expected Completion Date	Q4 RAG Assessment / % Completion	Commentary
2	Undertake Children and Young Persons Substance Misuse needs assessment.	Inform future substance misuse commissioning, ensuring children and young have access to appropriate and meaningful support.	WBO 3 / Strategic Priority 4	1 <sup>st</sup> October 2022	31 <sup>st</sup> March 2024	17%	Next steps will be for the assessment to inform the commissioning cycle. We are currently developing a specification to go out to tender on June 1st.
Tudalen 70	Invest in programmes aligned to whole system change as part of the vision for the Prevention and Inclusion service area.	Services commissioned are informed by comprehensive evidence base, local need and service gaps - better placed to respond to individual and community needs	WBO 3 / Strategic Priority 1	1 <sup>st</sup> October 2022	31 <sup>st</sup> March 2024	50%	New programmes are currently being reviewed aligned to whole system change these being Aspire and Promoting Positive Youth Engagement (PPYP). PPYP as a collaborative project is being reviewed with the Vanguard methodology through a series of workshops facilitated by a Vanguard practitioner with Youth Justice, Preventions, Newport Live, Health and Youth. Aspire whole system change is also being implemented.
	Develop a high-quality city-wide Youth Service provision.	Children will have access to out of hours youth provision for emotional support and activities.	WBO 3 - Strategic Priority 4	1 <sup>st</sup> October 2022	31 <sup>st</sup> March 2024	80%	As we are coming close to completing the Bronze Quality Mark the Youth Service will be looking to move on Silver level on the award and complete this within 2023/2024.
	Improve participation of children and young people ensuring their voices are heard and contribute to inclusive service-design.	Inclusive services are developed in partnership with users - including Welsh medium provision, those with disabilities, and special interest groups.	WBO 3 - Strategic Priority 1	1 <sup>st</sup> October 2022	31 <sup>st</sup> March 2024	20%	Preventions team manager has pulled together some task and finish groups with the other P&I managers to look at what processes are in place and to get a consistent feedback and consultation process that feeds into and shapes services.



Ref	Action	Action Outcome(s)	Well-being Objective Supported	Start Date	Expected Completion Date	Q4 RAG Assessment / % Completion	Commentary
5	Improve participation of children and young people ensuring their voices are heard and contribute to inclusive service-design.	Inclusive services are developed in partnership with users – including Welsh medium provision, those with disabilities, and special interest groups.	WBO 3 – Strategic Priority 1	1 <sup>st</sup> October 2022	31 <sup>st</sup> March 2024	20%	The pilot project in Disabled Children’s Team (DCT) used consultation in setting up groups and this is an on-going process, this model will be looked at in terms of roll out.
6	To support families to reduce the carbon reduction of their homes where Adaptations are provided.	Collaborating with the Council’s Carbon Reduction Team and other Housing Services to explore opportunities for the Adaptations team to consider providing information and guidance to help households improve the efficiency of their homes and reduce their carbon emissions.	WBO 2 / Strategic Priority 1	1 <sup>st</sup> October 2022	31 <sup>st</sup> March 2023	C	The Council’s Climate Change team have secured ECO4 Flexible Funding in collaboration with the Adaptations team. The adaptations team are also examining other options to help families further with reducing their carbon emissions.
	Merger of Prevention and Resilient Communities teams.	Families will have access to a wider resource offering a range of evidence-based interventions.	Not applicable	1 <sup>st</sup> October 2022	31 <sup>st</sup> March 2023	C	The Prevention and Resilient communities’ teams have merged (November 2022), following a period of consultation and a team building day. This merger has been successful.

Tudalen 71

**Objective 3 - Support families to lead emotionally healthy and happy lives in their communities' work**

**Objective 3 End of Year Assessment**

Ref	Action	Action Outcome(s)	Well-being Objective Supported	Start Date	Expected Completion Date	Q4 RAG Assessment / % Completion	Commentary
1	Consider widening scope for utilising discretionary grant funding.	Increased offer of adaptations to support poor mental health affecting individuals.	WBO 3 / Strategic Priority 3	1 <sup>st</sup> October 2022	31 <sup>st</sup> March 2024	25%	The adaptations policy is currently being reviewed and exploring further opportunities to support mental health wellbeing of residents further. Occupational Therapy are being consulted with to ensure proposals have the desired positive outcome.
Tudalen 72 <sub>2</sub>	Commission services that are well placed to respond to issues impacting on residents – such as poverty and cost of living crisis.	Services are responsive, flexible, and promote longer term positive outcomes for families faced with challenges.	WBO 3 / Strategic Priority 3	1 <sup>st</sup> October 2022	31 <sup>st</sup> March 2024	70%	Families First Recommissioning has been completed with a greater emphasis on wellbeing and resilience. Food and Fun services have also been procured in the last 6 months, assisting families who are struggling to manage with the cost of living pressures and living in poverty. Further work is underway to remodel and align activity from the now ceased Legacy funding to focus on cost on living issues, supporting families in a myriad of ways.
3	Establish formal collaboration with health and third sector to maximise support for emotional health and wellbeing.	All individuals receive holistic and trauma informed responses utilising psychological approaches.	WBO 3 / Strategic Priority 3	1 <sup>st</sup> October 2022	31 <sup>st</sup> March 2024	90%	Formal collaboration with Health and third parties has been undertaken. The regional work surrounding Early Years Transformation is ongoing and families first recommissioning.

Ref	Action	Action Outcome(s)	Well-being Objective Supported	Start Date	Expected Completion Date	Q4 RAG Assessment / % Completion	Commentary	
Tudalen 73	3	Establish formal collaboration with health and third sector to maximise support for emotional health and wellbeing.	All individuals receive holistic and trauma informed responses utilising psychological approaches.	WBO 3 / Strategic Priority 3	1 <sup>st</sup> October 2022	31 <sup>st</sup> March 2024	90%	Work in partnership surrounding the Newport East well-being centre is on-going which has included consultation with communities. The Aspire programme has been reviewed and a new model is being shaped in consultation with Newport Live and Education. Work continues with Save the children in Bettws and ongoing work to submit the Youth Endowment Fund bid for Newport working with police, health, Speech and language, voluntary sector and Newport Live.
	4	Recommissioning of Families First Grant from Welsh Government.	Families and individuals have access to relevant support services to meet their needs.	WBO 3 / Strategic Priority 3	1 <sup>st</sup> October 2022	31 <sup>st</sup> March 2024	95%	This work is nearly complete, SLA's have been developed and are ready to be shared with partners, contract meetings have been organized for the year. TUPE is being finalized for one organization and the Information Sharing Protocol is being updated with new partners and information governance. Contact has been made with comms and marketing to organize more formal communication to partners.
	5	Obtain bronze quality standards of Youth Service.	Children and young people will receive a qualitative youth provision with clearly defined standards.	Not Applicable	1 <sup>st</sup> October 2022	31 <sup>st</sup> March 2024	C	The Youth Service has successfully obtained the Bronze Quality Mark accredited by the Education Workforce Council.

**Objective 4 - Improve outcomes for children, young people and families building self-worth. Working with strengths based and trauma informed approaches.**

**Objective 4 End of Year Assessment**

Ref	Action	Action Outcome(s)	Well-being Objective Supported	Start Date	Expected Completion Date	Q4 RAG Assessment / % Completion	Commentary
Tudalen 74	Explore and utilise evidence-based interventions that are goal and family focussed.	Smarter use of resources whilst improving outcomes for individuals.	WBO 3 / Strategic Priority 1	1 <sup>st</sup> October 2022	31 <sup>st</sup> March 2024	80%	<p>The 'Identifying the Triggers' project, a resource neutral pilot project was established following an evidence-based report produced by the Office Police and Crime Commissioner (OPCC) in collaboration with wider partners. It advocates for earlier intervention with children to aid transition from primary to secondary school, promoting continued attendance and reduced risk to exploitation and criminality. This project is multiagency, involves the family and is underpinned by a trusted adult model.</p> <p>This project will be part of a bid for the Youth Endowment Fund in May 2023 to aid its continuation and resilience.</p> <p>The Preventions team have joined with Early Years to provide a range of evidence-based parenting groups to families where this is identified as beneficial. Models of parenting groups include: Nurture, Circle of Security, The Solihull Approach and Non-Violence Resistance (NVR).</p>

Ref	Action	Action Outcome(s)	Well-being Objective Supported	Start Date	Expected Completion Date	Q4 RAG Assessment / % Completion	Commentary
2	Implement robust service performance management processes.	High quality and effective services are available to support individuals and are responsive and flexible.	WBO 3 / Strategic Priority 1	1 <sup>st</sup> October 2022	31 <sup>st</sup> March 2024	60%	The Families First contracts have now been awarded and our monitoring and contracts officer will be carrying out quarterly checks. The HR Business partner provides Check in and sickness statistics to the monthly managers meeting.
Tudalen 75	Improved offer of opportunities and activities supporting children and young people to develop, grow, and learn new skills through formal and informal education.	Children and young people are inspired to achieve, supported by a trained trauma informed workforce.	WBO 3 / Strategic Priority 4	1 <sup>st</sup> October 2022	31 <sup>st</sup> March 2024	75%	The Youth & Play Service has successfully appointed to the new post of Outdoor Learning & Duke of Edinburgh (DofE) Coordinator. The postholder commenced the role in April 2023. The team are working on a delivery plan for expedition season in order that young people can complete to receive the award. The Youth & Play service have put together a robust training plan for staff and volunteers, ensuring appropriate skill and knowledge skill set is in place. This will aid delivery of quality trauma informed interventions for children and young people accessing opportunities to develop. The Youth & Play Service also have a planned curriculum offer for all young people.

Ref	Action	Action Outcome(s)	Well-being Objective Supported	Start Date	Expected Completion Date	Q4 RAG Assessment / % Completion	Commentary
3 Tudalen 76	Improved offer of opportunities and activities supporting children and young people to develop, grow, and learn new skills through formal and informal education.	Children and young people are inspired to achieve, supported by a trained trauma informed workforce.	WBO 3 / Strategic Priority 4	1 <sup>st</sup> October 2022	31 <sup>st</sup> March 2024	75%	This links to the Youth Work Curriculum Statement for Wales where the Youth Service have responsibility within their provisions to promote equality of opportunity for all young people in order that they may fulfil their potential as empowered individuals and as members of groups and communities. The Youth Service will support young people in the transition to adulthood and to assist young people to develop attitudes and skills which enable them to make purposeful use of their personal resources and time.

# Performance Measures

Performance Measure / Description	Reporting Frequency (Quarterly / Half-yearly / Annual)	Actual 2020/21	Actual 2021/22	Actual 2022/23	Target 2022/23	Commentary
<p>(New) Percentage of newly eligible children requesting childcare in Welsh medium (Flying Start)</p> <p style="writing-mode: vertical-rl; transform: rotate(180deg);">Tudalen 77</p>	Half Yearly	No Data	No Data	0.8% (3 / 364)	2%	<p>This area of work is linked to the Flying Start expansion programme and NCC's commitment to Welsh Governments' Welsh in Education Strategic Policy (WESP) to increase Welsh speakers by 2050. WG aspiration is for 1 million Welsh speakers in Wales by 2050. This WESP has a set target of 4%, however this needs to be an aspirational target whilst we develop more Welsh Medium provision across the city.</p> <p>The Welsh Medium infrastructure is currently being developed. Ivor Hael Early Years provision is complete and waiting for CIW registration. Pill Capel Crescent Welsh Medium Early Years provision is now complete. The procurement process recently undertaken has successfully secured a Welsh medium provider who will offer Flying Start provision and broader Early Years provision strategically placed to support transition into the new primary school. Ringland Early Years provision has also expanded and has now become an Education provider supporting transition from Flying Start. Work force challenges are significant within Early Years. Recruitment into Welsh speaking practitioner posts are challenging.</p>



Performance Measure / Description	Reporting Frequency (Quarterly / Half-yearly / Annual)	Actual 2020/21	Actual 2021/22	Actual 2022/23	Target 2022/23	Commentary
(New) Number and percentage of participants with improved emotional/mental wellbeing.	Half Yearly	No Data	No Data	92% (315 / 343)	100%	Preventions, Mind and Newport Live are the commissioned services that deliver this outcome within Families First. Emotional/mental wellbeing is not the primary aim of all families that Preventions works with, therefore it is not possible to reach the target of 100% as the total number of cases (343) includes other primary needs.
(New) Number of children and young people achieving national and local accreditation with Youth Service.	Half Yearly	No Data	No Data	128	150	Work is ongoing to increase the number of young people achieving national and local accreditation through Aspire and the Youth service.
(New) Number of childcare spaces (Flying Start): Medium of Welsh Medium of English	Half yearly	No Data	No Data	Welsh - 24 English - 602 Total - 626	Welsh 28 English 662 Total - 690	Flying Start has completed a procurement process to secure additional Welsh medium provision, which will increase the number of children engaging through the medium of Welsh in future once formal agreements are in place.
(New) Quality of life for substance users is improved or unchanged between start and most recent review /exit.	Half Yearly	No Data	No Data	74%	82%	This KPI is mandate for all substance misuse services in receipt of APB funding. This is information direct from the WG database and is the official source of validated data for treatment service providers and APBs to monitor and report performance against. This KPI is developed from the Treatment Outcomes Profile (TOPs). WG set baselines for performance on an annual basis against the previous year's national collective performance.

Total 78

Performance Measure / Description	Reporting Frequency (Quarterly / Half-yearly / Annual)	Actual 2020/21	Actual 2021/22	Actual 2022/23	Target 2022/23	Commentary
Tudalen 79  (New) Quality of life for substance users is improved or unchanged between start and most recent review /exit.	Half Yearly	No Data	No Data	74%	82%	WG set a clear process as to how this data should be collected and recorded which the Gwent APB follow as mandated, however, there are variations to national practice that have impacted on this KPI. The TOP is a service reporting tool that provides a systematic method of measuring both qualitative and quantitative progress at an individual level to gauge the impact of substance misuse treatment. It measures an individual's health and well-being against four key domains that have been established internationally as the areas most affected by substance misusing behaviour. Substance misuse treatment is a complex physical and emotional process for individuals and the TOPS is reviewed once every 3 months and therefore is a snapshot at that moment where they could be dealing with a variety of issues and not necessarily representative of the full 3-month process. Newport reports a higher level of QoL than some other areas of Gwent.
	(New) Percentage of participants whose financial situation has stabilised or improved.	Half Yearly	No Data	No Data	48.1% (165 / 343)	40%

Performance Measure / Description	Reporting Frequency (Quarterly / Half-yearly / Annual)	Actual 2020/21	Actual 2021/22	Actual 2022/23	Target 2022/23	Commentary
(New) Number of Disabled Facility Grants completed yearly	Half Yearly	No Data	No Data	105	90	
(New) Number of Youth Service Projects delivered.	Half Yearly	No Data	No Data	6	6	
(New) Attendance figures at childcare provisions (Flying Start).	Half Yearly	No Data	No Data	64.6%	60%	
(New) Percentage of places taken up in parenting groups resulting in positive distance travelled.	Half Yearly	No Data	No Data	73.9%	60%	
(New) Number of places taken up on community speech and language group provision.	Half Yearly	No Data	No Data	519	200	
(New) Percentage of individuals who engage with substance misuse services between assessment and planned ending of treatment.	Half Yearly	No Data	No Data	83.7%	75%	
(New) Number of Information, Advice and Assistance (IAA) contacts made with children and young people.	Half Yearly	No Data	No Data	506	No Target	

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# Glossary

## Service Area Project / Action Assessment

RAG Status	Description
X%	Project / Action is not on track to deliver with major issues preventing the action being completed by the agreed ' <b>Target Date</b> '. Immediate management interventions is required to improve performance and escalation to Directorate Management Team and/or relevant Board.
X%	Project / Action is mainly on track with some minor issues which could prevent the Project / Action being completed by the agreed ' <b>Target Date</b> '. Management intervention(s) required to improve performance and close monitoring by the Head of Service / Service Management Team.
X%	Project / Action is on track to be completed by the Agreed ' <b>Target Date</b> '.
C	Project / Action has been successfully delivered

## Performance Measure Monitoring / Tolerance Assessment

Newport City Council has agreed a 15% tolerance against targets set in service plans.

RAG Status	Description
=>15%	Performance is under achieving against Target or previous year's performance. Immediate management intervention and escalation to Directorate Management Board is required.
<15%	Performance is off target or Previous Year's Performance but within a variance of 15%. Management intervention and close monitoring by the Head of Service / Service Management Team is required.
	Performance is achieving / succeeding against its agreed Target or Previous Year's Performance. Commentary is not required for measures reporting green and is at the discretion of the service area to provide this.

## Risk Assessment Matrix

Probability	5	5 - Moderate	10 - Major	15 - Severe	20 - Severe	25 - Severe
	4	4 - Moderate	8 - Moderate	12 - Major	16 - Severe	20 - Severe
	3	3 - Low	6 - Moderate	9 - Major	12 - Major	15 - Severe
	2	2 - Low	4 - Moderate	6 - Moderate	8 - Moderate	10 - Major
	1	1 - Very Low	2 - Low	3 - Low	4 - Moderate	5 - Moderate
		1	2	3	4	5
		Impact				

Tudalen 22

## Abbreviations

Abbreviation	Description
CANS	Children with Additional needs
KPI	Key Performance Indicator
OPCC	Office Police and Crime Commissioner
PPEYP	Promoting Positive Engagement with Young People
SLA	Service Level Agreement

# Scrutiny Report

## Performance Scrutiny Committee – People

### Part 1

Date: July 2023

### Subject Scrutiny Adviser Report

Author Scrutiny Adviser

The following people have been invited to attend for this item:

Invitee:	Role
Samantha Schanzer (Scrutiny Adviser)	Present the Committee with the Scrutiny Adviser Report for discussion and update the Committee on any changes.

## Section A – Committee Guidance and Recommendations

### Recommendations to the Committee

The Committee is asked to:

#### 1. Action Plan

Consider the Actions from previous meetings (**Appendix 1**):

- *Note the responses for the actions;*
- *Determine if any further information / action is required;*
- *Agree to receive an update on outstanding issues at the next meeting.*

#### 2. Committee's Work Programme:

Consider the Committee's Forward Work Programme Update (**Appendix 2**):

- *Are there any amendments to the topics scheduled to be considered at the next Committee meeting?*
- *Are there any additional invitees that the Committee requires to fully consider the topics?*
- *Is there any additional information that the Committee would like to request?*

## 2 Context

### Background

### Action Sheet

- 2.1 Attached at **Appendix 1** is the Action Sheet from the Committee meetings. The updated completed actions are included in the table.
- 2.2 Any actions that do not have a response will be included on the Action Sheet at the next meeting to ensure that the Committee can keep track of outstanding actions.

### **Forward Work Programme**

- 2.3 Attached at **Appendix 2** is the Forward Work Programme. The purpose of a forward work programme is to help ensure Councillors achieve organisation and focus in the undertaking of enquiries through the Overview and Scrutiny function. Effective work programming is essential to ensure that the work of Overview and Scrutiny makes a positive impact upon the Council's delivery of services.
- 2.4 Further information about the work programming process, including the procedures for referring new business to the programme, can be found in our Scrutiny Handbook on the Council's Scrutiny webpages ([www.newport.gov.uk/scrutiny](http://www.newport.gov.uk/scrutiny)).
- 2.5 The Centre for Public Scrutiny's Good Scrutiny Guide recognises the importance of the forward work programme. In order to 'lead and own the process', it states that Councillors should have ownership of their Committee's work programme, and be involved in developing, monitoring and evaluating it. The Good Scrutiny Guide also states that, in order to make an impact, the scrutiny workload should be co-ordinated and integrated into corporate processes, to ensure that it contributes to the delivery of corporate objectives, and that work can be undertaken in a timely and well-planned manner.
- 2.6 The Forward Work Programme was set in August 2022 and is then managed and implemented by the designated Scrutiny Adviser for this Committee under the direction of the Committee Chairperson.
- 2.7 The Committee agreed to keep a degree of flexibility within its work programme to enable the Committee to respond to urgent / emerging issues. This item is an opportunity for the Committee members to raise any suggested amendments to the Work Programme.

## **3 Information Submitted to the Committee**

- 3.1 The following information is attached:

**Appendix 1:** Action Sheet from Previous Meetings;

**Appendix 2:** Forward Work Programme

## **4. Suggested Areas of Focus**

**Role of the Committee**



**The role of the Committee in considering the report is to:**

- **Action Sheet from Previous Meetings - Appendix 1**
  - Consider the responses to the actions from the meeting;
  - Are you satisfied that you have received the necessary information?
  - Are there any further issues arising from the responses that you would like to raise?
  - For the actions that do not have responses – these actions will be rolled over to the next meeting and reported back to the Committee.
- **Forward Work Programme Update - Appendix 2**  
Consider:
  - Are there any amendments to the topics scheduled to be considered at the next Committee meeting?
  - Are there any additional invitees that the Committee requires to fully consider the topics?
  - Is there any additional information that the Committee would like to request?

## Section B – Supporting Information

### 5 Supporting Information

- 5.1 The Corporate Assessment, and the subsequent [follow up assessment](#) provide background information on the importance of good work programming. Specific reference is made to the need to align the Cabinet and Scrutiny work programmes to ensure the value of the Scrutiny Function is maximised.
- 5.2 The latest Cabinet work programme was approved by the Cabinet on a monthly basis for the next 12 months and includes the list of reports scheduled for consideration. Effective forward planning by both Cabinet and Scrutiny needs to be coordinated and integrated in relation to certain reports to ensure proper consultation takes place before a decision is taken. A link to the Cabinet work programme is provided [here](#) to the Committee as part of this report, to enable the Committee to ensure that the work programmes continue to reflect key decisions being made by the Cabinet.

### 6. Links to Council Policies and Priorities

- 6.1 Having proper work programming procedures in place ensures that the work of the Performance Scrutiny Committee – People makes a positive impact upon the Council’s delivery of services, contributes to the delivery of corporate objectives, and ensures that work can be undertaken in a timely and well-planned manner.

6.2

Well-being Objective	1 – Economy, Education and Skills	2 – Newport’s Environment and Infrastructure	3 – Preventative and Equitable Community and Social Care	4 – An Inclusive, Fair and Sustainable Council
Aims:	Newport is a thriving and growing city that offers excellent education and	A city that seeks to protect and enhance our environment whilst reducing	Newport is a supportive city where communities and care are at the	Newport City Council is an inclusive organisation that places social

	aspires to provide opportunities for all.	our carbon footprint and preparing for a sustainable and digital future.	heart of what we do.	value, fairness and sustainability at its core.
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## 7 Wellbeing of Future Generation (Wales) Act

7.1 The Wellbeing of Future Generations Act 2015 which came into force in April 2016 sets the context for the move towards long term planning of services.

### 7.2 General questions

- How is this area / policy affected by the new legislation?
- How will this decision / policy / proposal impact upon future generations? What is the long term impact?
- What evidence is provided to demonstrate WFGA has been / is being considered?
- Evidence from Community Profiles / other data?
- Evidence of links to Wellbeing Assessment / Objectives / Plan?

### 7.3 Wellbeing Goals

- How are the Wellbeing goals reflected in the policy / proposal / action?
  - *A prosperous Wales*
  - *A resilient Wales*
  - *A healthier Wales*
  - *A more equal Wales*
  - *A Wales of cohesive communities*
  - *A Wales of vibrant culture and thriving Welsh language*
  - *A globally responsible Wales*

### 7.4 Sustainable Development Principles

- Does the report / proposal demonstrate how as an authority we are working in accordance with the sustainable development principles from the act when planning services?
  - **Long Term**  
*The importance of balancing short-term needs with the need to safeguard the ability to also meet long-term needs*
  - **Prevention**  
*How acting to prevent problems occurring or getting worse may help public bodies meet their objectives*
  - **Integration**  
*Considering how the public body's well-being objectives may impact upon each of the well-being goals, on their other objectives, or on the objectives of other public bodies*
  - **Collaboration**  
*Acting in collaboration with any other person (or different parts of the body itself) that could help the body to meet its well-being objectives*
  - **Involvement**  
*The importance of involving people with an interest in achieving the well-being goals, and ensuring that those people reflect the diversity of the area which the body serves.*

## 8 Background Papers

- [The Essentials - Wellbeing of Future Generation Act \(Wales\)](#)
- [Corporate Plan 2022-27](#)
- The Corporate Assessment and [follow up assessment](#)

Report Completed: July 2023

Mae'r dudalen hon yn wag yn

**PERFORMANCE SCRUTINY COMMITTEE - PEOPLE  
ACTION SHEET**

	<b>Agenda Item</b>	<b>Action</b>	<b>Responsibility</b>	<b>Outcome</b>
1				
2				
3				

Mae'r dudalen hon yn wag yn

# Scrutiny

## Performance Scrutiny Committee – People

### Draft Work Programme: June 2023 to May 2024

Meeting	Agenda Items
06/06/2023	<ul style="list-style-type: none"><li>• Director of Social Services Annual Report</li></ul>
11/07/2023	<ul style="list-style-type: none"><li>• End of Year Performance Reviews - Education</li></ul>
25/07/2023	<ul style="list-style-type: none"><li>• End of Year Performance Reviews – Social Services</li></ul>
26/09/2023	<ul style="list-style-type: none"><li>• Estyn Outcomes in Newport Schools Annual Report</li></ul>
28/11/2023	<ul style="list-style-type: none"><li>• Mid Year Performance Reviews – Education</li></ul>
12/12/2023	<ul style="list-style-type: none"><li>▪ Mid Year Performance Reviews – Social Services</li></ul>
02/01/2024	<ul style="list-style-type: none"><li>• Budget Proposals and MTFP – Consultee Meeting</li></ul>
20/02/2024	<ul style="list-style-type: none"><li>• Regulated Services Reports</li><li>• Short Breaks Offer</li></ul>
26/03/2024	<ul style="list-style-type: none"><li>• Recruitment and Retention Report for Social Services and Education</li></ul>



Mae'r dudalen hon yn wag yn